

# Summons to attend meeting of Full Council



**Date:** Tuesday, 15 January 2019

**Time:** 2.00 pm

**Venue:** Council Chamber, City Hall

**To: All Members of Council**

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**Date:** Monday, 7 January 2019



# Agenda

- 1. Welcome, Introductions and Safety Information**
- 2. Apologies for Absence and Substitutions**
- 3. Minutes of the previous meeting - 11 December 2018**  
**(Pages 17 - 39)**
- 4. Declarations of Interest**
- 5. Lord Mayor's Business**
- 6. Public Forum (Public Petitions, Statements and Questions)**

Please note: Up to 30 minutes is allowed for this item. Public forum items should be e-mailed to [democratic.services@bristol.gov.uk](mailto:democratic.services@bristol.gov.uk)

Public forum items can be about any matter the Council is responsible for or which directly affects the city.

Please note that the following deadlines apply to this meeting:

a. Public petitions and statements: Petitions and written statements must be received by **12 noon on Monday 14<sup>th</sup> January 2019** at latest. One written statement per member of the public is permitted.

b. Public questions: Written public questions must be received by **5pm on Wednesday 9 January 2019** at latest.

A maximum of 2 questions per member of the public is permitted. Questions should be addressed to the Mayor or relevant Cabinet Member.

- 7. Petitions Notified by Councillors**

- 8. Petition debate - BRISTOL: Save Our Bear!**

**(Pages 40 - 41)**



**9. Petition debate - Marvin Rees: deliver your promise to ban glyphosate in Bristol**

(Pages 42 - 43)

**10. Petition Debate - Compulsory Purchase Order for Hamilton House**

(Pages 44 - 46)

**11. Annual Report of Local Government Ombudsman Decisions**

(Pages 47 - 68)

**12. Annual Report of items of Special Urgency (APR16)**

(Pages 69 - 71)

**13. Update report from Youth Mayors and Youth Council**

Please note that this item needs to be after 4.30pm to allow attendance and participation of the young people after school.

(Pages 72 - 106)

**14. Motions**

**Note:**

**Under the Council's constitution, 30 minutes are available for the consideration of motions. In practice, this realistically means that there is usually only time for one, or possibly two motions to be considered. With the agreement of the Lord Mayor, motion 1 below will be considered at this meeting, and motion 2 is likely to be considered, subject to time. Details of other motions submitted (which, due to time constraints, are very unlikely to be considered at this meeting) are also set out for information.**

**MOTIONS RECEIVED FOR FULL COUNCIL – 15 JANUARY 2019**

**1. TACKLING POVERTY AND INEQUALITY, DELIVERING FOR BRISTOLIANS  
(LABOUR GROUP GOLDEN MOTION)**

Motion to be moved by: Cllr Marg Hickman, Labour, Lawrence Hill Ward  
Date submitted: 03/01/2019

**Full Council notes that:**

1. The Government's continued pursuit of ideological austerity, started under the Tory-Lib Dem coalition, will see local government lose around three-quarters of its 2010 funding by 2025.



2. The progressive budget, incorporating almost £1 million of cross-party amendments, passed by Labour councillors in February 2018 saw all three opposition parties oppose Mayor Marvin Rees' administration's commitment to cut senior management costs, innovate to increase income, invest in the city, and continue to protect frontline council services.

3. Mayor Rees has prioritised delivering a real Living Wage, as did Labour councillors through work on the HR committee under his predecessor; accreditation has recently been awarded to the council by the Living Wage Foundation; and analysis which shows that wages are still worth less than a third in some parts of the country than a decade ago, with the average worker in the South West having lost £14,400 since 2008 according to the Trades Union Congress.

4. Forecasts that Labour's ambitious 2016 housing targets are set to be smashed: almost 2,900 new homes – including more than 800 new affordable homes – are due to be completed in the target year of 2020; Labour's £100 million investment in a new housing company, City Hall making available £57 million to housing associations and earmarking £45 million for new council homes, and the memorandum of understanding for the Bristol Bond.

5. Data showing that the UK's progress on life expectancy stalled in 2015-17, against a historic trend of improvement, with life expectancy falling for the poorest for the first time since the end of the Second World War; deprived areas often suffer the worst health outcomes; and preventable diseases caused by smoking, obesity, and alcohol account for almost 110,000 early deaths each year in the UK, with smoking-related ill health alone costing local authorities some £760 million per annum in social care costs.

**Full Council believes that:**

1. The Government should have listened to calls from Mayor Rees and Labour councillors, together with more than 5,000 Labour councillors and Labour council leaders ahead of both the Budget and Local Government Finance Settlement, to end austerity and invest in Bristol and other cities.

2. The current administration has brought competence where the previous one left chaos: turning around a £30 million overspend; bringing genuine ambition and political leadership to the authority, as endorsed by the recent cross-party Local Government Association peer review;



and, through financial discipline and despite Tory Government cuts, securing the future of the council at a time when other ones are going bust or teetering on the brink.

3. Mayor Rees was right to set out the ambition of making Bristol the UK's first real Living Wage City, and to engage with city employers, trade unions, and the Living Wage Foundation to work towards this.

4. Contrary to views set out by some members of the chamber, Labour's complete commitment to building affordable housing is not a 'vanity project': there's nothing vain about lifting people out of rent poverty; there's nothing vain about helping people off housing waiting lists and onto the property ladder.

5. Cutting prevention services is a false economy. Cuts to public health grant funding, which will see local authorities left with over half a billion pounds less to spend next year than in 2015/16, must be reversed by the Government.

**Full Council resolves to:**

1. Call on all Party Group Leaders (PGLs) to write to the Prime Minister and back the Mayor's calls for fair funding for Bristol and an end to austerity.

2. Ask all PGLs and whips to work to ensure that Bristol City Council agrees another progressive Labour budget, following on from the four-year plan to invest in Bristol and protect Bristolians' services which was passed by Labour councillors in February.

3. Encourage local employers to follow Bristol City Council's lead on the real Living Wage, and back the Mayor's plan to work with the Living Wage Foundation to roll out the real Living Wage across Bristol – making Bristol the first Living Wage City in the UK

4. Celebrate much-needed historic progress in building new homes, including affordable, under the Mayor's Labour administration, and welcome projections that ambitious manifesto targets look set to be exceeded by 50% due to be completed in the target year of 2020.

5. Endorse calls from Cancer Research UK and others for the UK Government to invest in public health, and a sustainable health and social care system, and also back the One City Approach, which will deliver improved outcomes by utilising the resources, influence, and



energy of city partners alongside that of the local authority.

## **2. Delivering the phasing out of pesticide/weed-killers in Bristol**

### **(LIBERAL DEMOCRAT SILVER MOTION)**

Motion submitted by: Cllr Antony Negus, Liberal Democrats, Cotham Ward

Date submitted: 27 / 12 / 2018

#### **Council notes:**

- there is an increasing body of evidence concerning the dangers of unrestricted use of glyphosate. This is often referred to as a pesticide but although it is actually a herbicide it has deleterious effects on fauna as well as flora so diminishing our biodiversity.
- there is considerable debate about the carcinogenic risks from glyphosate and a recent high profile court case in the United States. Concerns for those particularly vulnerable, including children, are even more sustainable.
- ending the use of such weed killers was a pledge in the Mayor Rees and Labour Party 2016 election vision statement.
- glyphosate is applied at present in parks and green spaces and in highways by Bristol Waste Company.
- it is also used by many different contractors and agencies commissioned for the city's housing estates, schools, nurseries, hospitals and other institutions.
- discussions about the use of this weed killer have for some time been less about its health risks and more about the viability, particularly financial, of suitable alternative treatments.  
Nevertheless cities and Local Authorities in this country and abroad have taken a variety of measures to limit or exclude the use of glyphosate pesticides for treatment of weeds. Recently Croydon Council has confirmed they are phasing out glyphosate for this purpose over the next three years.
- there have been several attempts within Bristol City Council over recent years to examine this problem and to seek a resolution. In 2014 the then Neighbourhoods Scrutiny Commission confirmed a study of alternative treatments based on a year-long trial in Cotham ward. This study did not deliver its objective as it did not practically trial any alternatives, except the use of vinegar, with all other options considered on a desktop study basis only. There is still some doubt as to whether the correct number of treatments was carried out during this trial period.
- subsequent attempts, including a well-attended meeting of all relevant parties and pressure groups in 2017 did raise one alternative option, pelargonic acid, for which this council failed to



obtain a licence and so was unable to trial. All attempts to arrange a follow-up meeting over more than 12 months were rebuffed.

- the Mayor's response to a members question on 11th September 2018 was that "our options are based on finding affordable alternatives".

**Council believes:**

- this council has a duty of care to its citizens regarding concerns over the use of glyphosate. In the same way that this council is looking to address the risks from air pollution caused largely by vehicles under the control; of others, it should establish the risks to all of its residents from unrestricted spraying of certain types of weed killers.
- this council should use its considerable influence and leadership to impress and inform all other users of such weed killers of its study's findings of the risks and alternatives.

**Council resolves:**

- to request the Mayor to commission a report to establish the risks to human health and to our biodiversity from unrestricted use of glyphosate as a weed killer.
- to request the Mayor to commission a report that meaningfully tests and evaluates the practicality and the cost of alternative forms of treatment in parks and highways
- to request the Mayor to set up a stakeholder forum as requested by the Pesticide Safe Bristol Alliance. The University of Bristol, Sustrans, Bristol Zoo and the Soil Association have shown interest in being part of such a body. It should be charged with planning and delivering a phased withdrawal from the use of glyphosates over a period of three years based on the information from the studies commissioned by the Mayor building on the experience of other authorities.
- to request the Mayor to provide regular updates to members on the progress of this initiative

**3. MOTION SUPPORTING LOCAL SHOPS**

Motion submitted by: Cllr Graham Morris, Conservative, Stockwood Ward

Date submitted: 03 / 01 / 19

Council has growing concern over the future vibrancy of many of Bristol's high streets.

Nationally, one study found that we are losing 16 shops per day through closure with an estimated 50,000 jobs lost between January and June in this year alone. Some of the latest casualties include such well-known



retail chains as Toys-R-Us, Maplin and most recently Debenhams.

This is due to a ‘perfect storm’ of many interlaced factors including (i) spiralling rents; (ii) rising business rates; (iii) increased labour costs; (iv) declining foot-fall; and (v) the choice, convenience and competition provided by the internet.

With local authorities more dependent than ever before on retention of business rates to balance their budgets, Council believes it is essential that more is done to support struggling small businesses in secondary or satellite retail areas around the city.

The Chancellor’s cut in business rates by one third for two years for small businesses and the creation of a Future High Streets Fund and new High Streets Taskforce is a welcome step in the right direction.

A planned 2% tech-tax targeted at online retail giants should also help to level the playing field between digital shopping outlets and traditional bricks & mortar stores. The £10m ‘Love our High Streets’ pilot projects by the West of England Combined Authority (WECA) are also welcome.

However, even more needs to be done locally. To this end, Council calls on the Mayor to allocate resources from his capital budget to actually invest in these precincts to make them attractive places to visit. As one designer has put it, these destinations need to become ‘galleries of experience’ to draw people to them.

Consequently, consideration needs to be given to changing the city’s parking strategy/priorities, more free short-term parking provided at these locations, and improved CCTV coverage to increase public safety.

Council requests that a report be prepared for Scrutiny which outlines the existing options available for providing temporary business rate relief on particularly hard-pressed retailers. In addition, that this report forms the basis of a submission to the ‘High Streets Fund’ once the full details of the new scheme become available.

Finally, following the outcome of such a review, the Mayor is asked to lobby Ministers to consider a root-and-branch reform of the Business Rates system (which is based on rateable values and ignores important factors such as profit and turnover), to bring it up to date with current economic conditions and in order to save UK retailing.”

#### **4. MOTION ON ENFORCING PLANNING POLICY ON PROVISION OF AFFORDABLE HOMES**

Motion submitted by: Cllr Richard Eddy, Conservative, Bishopsworth



Ward

Date submitted: 03 / 01 / 19

This Council is becoming increasingly alarmed that local policy guidelines on the amount of Affordable Housing to be included in new developments appear to be regularly undermined, circumvented or ignored.

For example, the recently approved plans by Legal & General to build 120 flats at Temple Quay was originally granted on the basis that 23 of these units would be reserved or retained as 'affordable' homes. This modest figure (20%) was subsequently radically reduced or downgraded to just 4 properties or (3%) of the total build.

Council is concerned that this kind of revisionism sets a dangerous precedent for private developer housing provision. Moreover, acceptance of this practice could also have implications in relation to the any future redevelopment plans for the vacant Arena Island site.

To avoid any misunderstanding on this issue, Council reiterates the conviction that any planning application to redevelop the land by Temple Meads for housing must comply with the principles contained in our adopted Local Plan and policy framework. Aside from very special dispensations granted by the Authority to deviate from the norm on a case-by-case basis, it is essential that such developments uphold our policy commitment of 40% Affordable Housing in the central areas of the city

## 5. MOTION TO REOPEN LOCAL LAVATORIES

Motion submitted by: Cllr Steve Smith, Conservative, Westbury-on-Trym and Henleaze

Date submitted: 03/01/2019

"This Council is concerned over the significant shortcomings and economic impact on tourism, and local high streets, arising from the Mayor's decision to close nearly half of the city's on-street public toilets.

"Whilst appreciating the rationale behind this move, it was justified as an important money-saving measure, it is clear that the planned replacement of a network of conveniences provided by businesses and organisations signing up to a 'Community Toilet Scheme' has been, at best, a mixed success.

"Members of the public and the Council's own Communities Scrutiny Commission have identified continuing problems with this inadequate



provision and many remain unconvinced over this policy.

"As a result of the Chancellor of the Exchequer's Autumn Budget, which exempts public toilets from business rates, these are now much cheaper to maintain. To reflect this change in circumstances, Council believes it should now be possible to reopen some of the public amenities – particularly those next or near to parks and formerly serving important local high streets – which have been boarded up.

"Accordingly, Council calls upon the Mayor to recognise the very real and practical need for accessible public toilets at locations where families congregate and urgently reverse some of these closures.

"Until this is done, it is inevitable that Councillors of all Parties and campaigners for those groups especially hard-hit by this short-sighted strategy will continue to press for changes to be made on this basic and most fundamental issue."

## **6. MOTION TRIAL OF RECYCLED PLASTICS FOR BRISTOL ROADS**

Motion submitted by: Cllr Claire Hiscott, Conservative, Horfield ward  
Date submitted: 03/01/2019

"Council notes with great interest the innovative road surfacing experiment currently being trialled in London which utilises recycled plastics.

In 2016, Cumbria County Council became the first authority in the country to use this material on its roads. It was found to be an affordable, more environmentally friendly alternative repair resource to address their road repair problems. For their project, resurfacing the A7 in Carlisle, the volume of plastic applied was equivalent to 500,000 plastic bottles and more than 800,000 one-use plastic carrier bags.

Council understands that many benefits are derived from these 'plastic roads' which can be constructed entirely out of recycled plastic or as a composite mix with traditional mineral aggregates and asphalt. For example, as well as obviously reducing resort to landfill, it uses a material which is plentiful, cost effective, easy to apply and proven durability.

With the LGA estimating it will cost around £11.8 billion to bring the nation's roads up to standard, any viable cheap alternative must be considered by cash-strapped authorities.



Accordingly, in order to better evaluate these claims, Council calls on the Mayor to commission a detailed report on this subject for scrutiny members, with particular attention given to the Enfield project and special consideration given to conducting our own trial(s) here in Bristol.

Any such local study should also seek to identify those component combinations which maximise surface noise reduction. No doubt, the really bad weather last winter took a heavy toll on the city's road network and now we are entering a new seasonal cycle. So, it would seem to be especially timely to try out these plastic formulations as a repair solution at the earliest possible opportunity."

## **7. Avon Pension Fund – Divestment and Diversification**

Motion submitted by: Councillor Martin Fodor, Green Party, Redland Ward

Date submitted: 03/01/2019

### **Full Council notes that:**

1. In 2015 the Full Council resolved that the Avon Pension Fund (APF) should consider divestment from fossil fuels and diversification into clean technologies like renewable energy, energy efficiency and energy storage;
2. Action to divest from fossil fuels has the support of staff union Unison;
3. In 2015 Council agreed that the Mayor should contact Avon Pension Fund and ask for a report on the issue;
4. There is widespread and growing concern from scientists that declared worldwide fossil fuel reserves, if exploited, constitute a threat to the stability of the global climate;
5. There is growing recognition that fossil fuel reserves are therefore a class of asset held by investors which have growing risks of being 'stranded' i.e. left with reducing value due to the fact not all claimed reserves now have the value being imputed to them, due to the need for them to remain in the ground;
6. An ever growing number of public and private sector funds, endowments and investment portfolios are choosing to divest from fossil fuels worldwide, including several local government pension funds. MPs have now called for their own funds to be divested.
7. The recent clarifications of the fiduciary duty of fund managers confirms that they should take into account a range of environmental, social and governance (ESG) issues and have a clear statement of



investment policies;

8. The Avon Pension Fund now uses investment provided by the Brunel Pensions Partnership, which is a leading local government pension partnership offering low carbon investment opportunities.

**Full Council believes that:**

1. The long term future of the APF is as a fund that is divested from fossil fuels and one that ensures a wide range of investments in renewable energy, energy efficiency technologies, energy storage and smart energy technologies, and other types of investments that will benefit the city and its future residents
2. Council recognises that a carbon neutral city will create substantial, valuable new jobs in the future sustainable economy.
3. The investment strategy and policies of the APF should be brought into line with this vision of the future inclusive prosperity and sustainability of the city;
4. The APF should be leading this process of divestment and diversification, not waiting until the likelihood of stranded assets become more of a risk to the wealth of the fund;
5. The process of divestment and diversification is also important and should be managed in a way that ensures just transition to new employment, supporting skills development for new sectors and a range of opportunities - with backing from WECA.

**Full Council therefore resolves to call on the Mayor:**

1. To meet with the head of the Avon Pension Fund to discuss the divestment of funds over the next 5 years and the review of the fund's ESG policies;
2. To promote the diversification of the fund into clean technologies that support renewable energy, energy efficiency and energy storage among other investments that are in line with such policies and the city's goal to be carbon neutral by 2030;
3. To liaise with fund members in the city and council unions to explain how this secures future prosperity and pensions income while ensuring a just transition for workers in sectors that will change, while helping achieve a carbon neutral city by 2030

**8. Expansion of Bristol International Airport and Climate Change**

Motion submitted by: Cllr Jerome Thomas, Green Party, Clifton Ward  
Date submitted: 03/01/2019



**Full Council notes:**

1. Bristol Airport Limited (1) has applied to North Somerset Council for infrastructure development that include a 50% increase in passenger numbers from the current figure of 8 million to 12 million, with an anticipated more than doubling to 20 million passengers per year in the longer term. The public will be able to comment on the application until 26 January.
2. The proposals include an aspiration to be carbon neutral by 2030 but the Airport has no intention to include emissions from flights in its target. (2)
3. Air travel remains the most climate-damaging form of travel, and expansion of air travel will therefore have a significant climate impact. (3)
4. Such an increase will lead to an enormous increase in the number of journeys to get to the airport to meet the increased usage – a fact which in itself will lead to significant issues around congestion, pollution and infrastructure.
5. The commitment – in Bristol – to be carbon-neutral by 2030, and the Climate Change Act to achieve an 80% cut in emissions across the UK by 2050.
6. The Joint Spatial Plan – which includes North Somerset and the geographical area covered by the airport– contains an explicit commitment to making a 50% cut in emissions by 2036.
7. The widespread concern that the expansion of Heathrow Airport which was supported by MPs on 25th June will make it even harder to meet the UK's commitments under the Climate Change act. (4)
8. Airport expansion, whether in Bristol or Heathrow, locks the UK into emissions increases.
9. 47% of the UK population has flown in the last year, and this figure has been stable over the last 15 years. Most (31%) only make one or two trips per year. This means that 10% of the population makes about 60% of all flights, and these people are mainly from the highest income groups. (5)

**Full Council believes that:**

1. The airport must conform to the commitment contained in the Joint Spatial Plan to make a 50% cut in emissions by 2036 and such a commitment must include emissions from the aircraft using it.
2. Airport expansion disproportionately benefits high income households while negatively affecting all households through climate



change, air pollution and noise pollution.

**Full Council resolves to call on the Mayor:**

1. To pass on these views to the airport, North Somerset Council, the West of England Combined Authority and the Joint Committee.
2. To respond directly to the consultations making the points above.

**Notes:**

1. In 2017, Bristol Airport Limited employed 283 people, had sales of £100 million, made a pre-tax profit of £36 million and paid tax of £3.8million.
2. Correspondence between Bristol Councillor Carla Denyer and the Bristol Airport consultation team in June 2018 confirmed that emissions from flights are not included in the Airport's carbon neutrality targets (copy available on the Bristol Green Party website: [https://bristolgreenparty.org.uk/library/Appendix\\_-\\_Airport\\_emails.pdf](https://bristolgreenparty.org.uk/library/Appendix_-_Airport_emails.pdf)).
3. In the UK the Carbon Trust's recent report sets aviation emissions at 0.68 tonnes per person per year. (Our individual annual total is 10.92 tonnes). This is 6.2%. If one then adds a factor of 3 by which CO<sub>2</sub> at high altitudes is contributing to global warming (radiative forcing) then our flying accounts for 18.6% of the UK's climate change effects from CO<sub>2</sub>. This is more than any other category in the Carbon Trust's list. (Thanks to John Grimshaw for this research).
4. The Committee on Climate Change found that the UK target of reducing emissions by 80 per cent below 1990 levels could be achieved only if emissions from the UK aviation industry do not exceed 37.5 million tons – the level seen in 2005. And yet, a report released by the Department for Transport has already revealed that aviation emissions will hit 43 million tons by 2030 if the Heathrow expansion goes ahead. <https://www.independent.co.uk/infact/heathrow-airport-expansion-vote-third-runway-climate-change-chris-grayling-a8415881.html>
5. Calculated by David Banister based on the National Travel Survey data and the Civil Aviation Authority's Air Passenger Surveys: <https://theconversation.com/heathrows-third-runway-is-expensive-polluting-and-unequal-why-the-poor-will-lose-out-98781>

**9. Sims Hill, the 'Blue finger' and park and rides**

Motion submitted by: Councillor Charlie Bolton, Green Party, Southville Ward

Date submitted: 03/01/2019



**Full Council notes:**

1. The West of England ‘Joint Spatial Plan Emerging Findings Transport Report’ which on pages 40-42 (1) outlines the case for building a park and ride on the M32 corridor. Of the 17 sites proposed, 16 have been excluded, leaving (according to the report):‘Sims Hill: The site is located west of the M32 and east of Stoke Lane, to the north of the new MetroBus bridge. ’
2. Sims Hill is a community supported agriculture project which grows local produce which is distributed locally. It also has projects targeting those who are vulnerable and on low incomes
3. The land on which the project is located is part of the ‘Blue finger’. This is classified as “Grade 1 Agricultural land,” which means it is classified within the top 3% of all agricultural land in the whole of the UK as the “best and most versatile”.
4. The land is in the South Gloucestershire council geographical area, but Sims Hill CSA rent the land from Bristol City Council
5. Moves by the council and partner organisations for Bristol to become a Gold standard Sustainable Food City.
6. Moves in the revised Bristol local plan to offer protection to the Blue Finger land

**Full Council recognises:**

1. The value of the Sims Hill project to local food growing
2. The importance of ‘blue finger land’

**Full Council believes:**

1. A Gold standard sustainable food city cannot tolerate the loss of land which is both a CSA and Grade ‘A’ agricultural land

**Full Council calls on:**

1. The West of England combined authority to drop any proposal to build on ‘Blue Finger’ land
2. The Bristol Mayor to publicly oppose any proposal to build on ‘Blue Finger’ land
3. The administration to make it clear that it will not support the use of the site as a park and ride
4. WECA to find an alternative site for any park and ride

**Notes**

[https://www.jointplanningwofe.org.uk/gf2.ti/-/978402/43116357.1/PDF/-/WED\\_008\\_Emerging\\_Findings\\_Transport\\_Report\\_Nov\\_2018.pdf](https://www.jointplanningwofe.org.uk/gf2.ti/-/978402/43116357.1/PDF/-/WED_008_Emerging_Findings_Transport_Report_Nov_2018.pdf)



## **10. Support for the Human Rights Act**

Motion submitted by: Cllr Stephen Clarke, Green Party, Southville Ward  
Date submitted: 03/01/2019

### **Full Council notes:**

1. The positive impact that the Human Rights Act has had on the protection of the rights of individuals in the UK.
2. The valuable guidance the Act provides for public authorities in ensuring policies are developed in line with international human rights standards.

### **Full Council believes that:**

1. The UK should be proud of respecting the human rights of its citizens and should not be considering diluting their statutory protections at this time of increased threat to civil liberties.

### **Full Council resolves to call on the Mayor:**

1. To lobby the Government to retain the Act, the protections within it, and the UK's international obligations under the European Convention on Human Rights.
  2. To request that the leader of the opposition publicly voices support for the retention of the Human Rights Act in future negotiations or statements on Brexit.
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Signed



Proper Officer  
Monday, 7 January 2019



## Bristol City Council Minutes of the Extraordinary Full Council

11 December 2018 at 2.00 pm



### Members Present:-

**Councillors:** Mayor Marvin Rees, Donald Alexander, Lesley Alexander, Nicola Beech, Harriet Bradley, Mark Bradshaw, Mark Brain, Charlie Bolton, Fabian Breckels, Tony Carey, Jos Clark, Harriet Clough, Eleanor Combley, Asher Craig, Chris Davies, Carla Denyer, Kye Dudd, Richard Eddy, Martin Fodor, Helen Godwin, Geoff Gollop, John Goulandris, Fi Hance, Margaret Hickman, Claire Hiscott, Helen Holland, Gary Hopkins, Chris Jackson, Steve Jones, Anna Keen, Tim Kent, Sultan Khan, Mike Langley, Jeff Lovell, Brenda Massey, Olly Mead, Graham Morris, Anthony Negus, Steve Pearce, Celia Phipps, Ruth Pickersgill, Kevin Quartley, Jo Sergeant, Afzal Shah, Steve Smith, Clive Stevens, Jerome Thomas, Mhairi Threlfall, Estella Tincknell and Mark Weston

### Aldermen in Attendance:-

J McLaren, J Smith, A Massey, B Price, R Walker

### 1. Welcome and Safety Information

The Deputy Lord Mayor welcomed all attendees to the meeting and made a safety announcement in relation to the fire/emergency evacuation procedure.

### 2. Apologies for Absence

Apologies were received from the Lord Mayor, Councillors Abraham, Davies, Kirk, Wellington and Whittle.

### 3. Declarations of Interest

There were none.

### 4. Appointment of Honorary Aldermen

The Full Council considered a report from the Director, Legal and Democratic Services recommending the appointment of the following as Honorary Aldermen of the City and County of Bristol:

- Claire Campion-Smith

- Christopher Orlik
- The late Ron Stone

The Deputy Lord Mayor moved the appointment of Claire Campion-Smith as an Honorary Alderman  
Councillor Lovell seconded the nomination of Claire Campion-Smith.

The Deputy Lord Mayor moved the appointment of Christopher Orlik as an Honorary Alderman  
Councillor Lovell seconded the nomination of Christopher Orlik.

The Deputy Lord Mayor moved the appointment of the late Ron Stone as an Honorary Alderman  
Councillor Lovell seconded the nomination of the late Ron Stone.

The following then addressed the Full Council, expressing their support for the nominated aldermen.

- Councillor Steve Pearce
- Councillor Richard Eddy
- Councillor Eleanor Combley
- Councillor Jos Clark
- Councillor Olly Mead
- Councillor Geoff Gollop
- Councillor Anthony Negus

On being put to the vote, it was

**RESOLVED:**

**That Claire Campion-Smith be appointed as an Honorary Alderman of the City and County of Bristol.**

Claire Campion-Smith then received her Alderman's badge and certificate from the Deputy Lord Mayor.

Claire Campion-Smith then addressed the Full Council.

On being put to the vote, it was

**RESOLVED:**

**That Christopher Orlik be appointed as an Honorary Alderman of the City and County of Bristol.**

Christopher Orlik was unable to attend the meeting. The Deputy Lord Mayor read out his prepared acceptance speech.

On being put to the vote, it was

**RESOLVED:**

**That the late Ron Stone be appointed as an Honorary Alderman of the City and County of Bristol.**

Jenny Stone, Ron's widow, then received his Alderman's badge and certificate from the Deputy Lord Mayor and addressed the Full Council.

The Deputy Lord Mayor concluded the meeting by adding her congratulations to all three aldermen on their appointment.

Meeting ended at 2.45 pm

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

## Bristol City Council Minutes of the Full Council

11 December 2018 at 3.00 pm



### Members Present:-

**Councillors:** Mayor Marvin Rees, Donald Alexander, Lesley Alexander, Nicola Beech, Nicola Bowden-Jones, Harriet Bradley, Mark Bradshaw, Mark Brain, Charlie Bolton, Tom Brook, Fabian Breckels, Tony Carey, Craig Cheney, Jos Clark, Stephen Clarke, Harriet Clough, Eleanor Combley, Asher Craig, Chris Davies, Mike Davies, Carla Denyer, Richard Eddy, Jude English, Martin Fodor, Helen Godwin, Paul Goggin, Geoff Gollop, John Goulandris, Fi Hance, Margaret Hickman, Claire Hiscott, Helen Holland, Gary Hopkins, Chris Jackson, Hibaq Jama, Carole Johnson, Steve Jones, Anna Keen, Tim Kent, Sultan Khan, Mike Langley, Jeff Lovell, Brenda Massey, Olly Mead, Matt Melias, Graham Morris, Anthony Negus, Paula O'Rourke, Steve Pearce, Celia Phipps, Ruth Pickersgill, Kevin Quartley, Liz Radford, Jo Sergeant, Afzal Shah, Steve Smith, Paul Smith, Clive Stevens, Jerome Thomas, Mhairi Threlfall, Estella Tincknell, Mark Weston and Mark Wright

### Aldermen in Attendance:-

J McLaren, J Smith, A Massey, B Price, R Walker

### 1. Welcome, Introductions and Safety Information

The Deputy Lord Mayor welcomed all attendees to the meeting, and made a safety announcement in relation to the fire/emergency evacuation procedure.

### 2. Apologies for Absence and Substitutions

Apologies were received from the Lord Mayor and Councillors Abraham, Kirk, Whittle and Wellington.

### 3. Minutes of the Previous Meeting

On the motion of the Deputy Lord Mayor, seconded by Councillor Eddy, it was

RESOLVED:

That the minutes of the meeting of the Full Council held on the 13 November 2018 be confirmed as correct record and signed by the Deputy Lord Mayor.

#### **4. Declarations of Interest**

None received.

#### **5. Lord Mayor's Business**

There was none.

#### **6. Public Forum (Public Petitions, Statements and Questions)**

##### **Public petitions:**

There were no public petitions received.

##### **Public statements:**

The Full Council received and noted the following statements (which were also referred to the Mayor for his consideration/information):

PS 01 - Susan Elstob – Student Parking

PS 02 - James Cox – No Vehicle Idling Zones

PS 03 - Roger Gamlin – Student Parking

PS 04 - Bristol Libraries Forum - Bristol Libraries Forum

PS 05 - Shankari Raj – Climate Change

PS 06 - David Redgewell – Buses & Metrobus

PS 07 - South West Transport Network – Bus Service Cuts

PS 08 - Andrew Varney – Carbon Neutrality

PS 09 - Sally Kent – SEN Staff Not

PS 10 - Graham Donald – Fix My Street

PS 11 - Stephen Bartle – Re-think the Stoke Park path

PS 12 - Barry Cash – Portishead Railway Proposal

PS 13 - TRESA (Totterdown Residents for Social and Environmental Action)

No Vehicle Idling Zones

PS 14 - John Buckland – Student Parking

PS 15 - Ruth Day – Traffic Issues in Elmlea Avenue

PS 16 - David Ion – These Walls Must Fall motion

PS 17 - Andy Nairn - Parking on Elmlea Avenue and Rylestone Grove

PS 18 - Sally Yuill - Parking issues on Elmlea Avenue and Rylestone Grove

PS 19 - Andrew Brown – No Vehicle Idling Zones

PS 20 - Jo Benefield – “These Walls Must Fall”

PS 21 - Edward Bowditch - Portway Park & Ride

Within the time available, statements were presented by individuals present at the meeting.

**Public Questions:**

The Full Council noted that the following questions had been submitted:

PQ 01 -Graham Donald - Former CEO, Bristol City Council

PQ 02 - Rob Wortherspoon - Bristol Galleries Post Office

PQ03 & PQ04 – Jennifer Smith - EHC Needs Assessments

PQ05 – Graham Donald - Fix my Street

PQ06 – Jean Morton - Parking on Elmlea Avenue

PQ07 & PQ08 - Sally Yuill - BCC Planning Enforcement Case -16/30156/BCN - University Of Bristol - Hiatt

Baker Hall - University Close - Bristol and the associated parking issues in Elmlea Avenue and Rylestone Grove

PQ09 – John Allt - Nightmare congestion in Elmlea Avenue / Rylestone Grove, Stoke Bishop

PQ10 & PQ11 – Alan Taylor - BCC Planning Enforcement Case -16/30156/BCN - University Of Bristol - Hiatt Baker Hall - University Close - Bristol" and the associated parking issues in Elmlea Avenue and Rylestone Grove

PQ12 – Stuart Phelps - RADEs Bristol Pledge

PQ13 – John Mann - Student Parking Parrys Lane, Elmlea Avenue and beyond

PQ14 – Stephanie Root - BCC Planning Enforcement Case - 16/30156 /BCN - University Of Bristol - Hiatt Baker Hall - University Close - Bristol

PQ15 – Stephanie Tailby - Traffic calming measures that the council approved for Sommerville Road (BS7)

PQ16 – Richard Hall - The proposal by BANES to build a road from the A4 to the A37 and build 2500 houses at Whitchurch

PQ17 – David Brown - BCC Planning Enforcement Case - 16/30156 /BCN - University Of Bristol - Hiatt Baker Hall - University Close - Bristol

PQ18 – Andy Nairn - BCC Planning Enforcement Case -16/30156/BCN - University Of Bristol - Hiatt Baker Hall - University Close - Bristol" and the associated parking issues on Elmlea Avenue and Rylestone Grove

PQ19 – BOSA (Bishopston and St. Andrews Traffic and Parking Group) Paul Bullivant - Parking in Bishopston and St. Andrews

PQ20 – Martin Weitz - Will the council take urgent action to introduce parking restrictions in the Bishopston-St Andrews area to deal with life-threatening dangers which have been created by uncontrolled parking?

PQ21 – Cecilia Farren - Illegally parked cars on the A38 and the risk to all road users, particularly this OAP cyclist!

PQ22 – Graham Bayly - Student parking on Elmlea Avenue and Rylestone Grove

PQ23 & PQ24 – Andrew Varney - Draft Bristol Transport Strategy

Within the time available, the Mayor responded verbally to questions PQ01, PQ05, PQ07, PQ08, PQ12 and PQ18 also responding to supplementary questions.

## **7. Petitions Notified by Councillors**

The Full Council received and noted the following petitions:

Petition CP01 – Re-think the Stoke Park path – petition presented by Councillor Tincknell  
Petition CP02 – Clean up the dirty triangle – petition presented by Councillor Pickersgill

## **8. Gambling Act Policy Review**

The Full Council considered a report which presented the draft statement of Gambling Policy 2019 for adoption.

The Licensing Authority had a statutory responsibility to review its Statement of Gambling Policy every three years. The new policy will take effect from January 2019.

Councillor Dudd moved the report and recommendations contained therein. Councillor Steve Pearce seconded the report.

Councillor Eddy spoke to the report.

There was no further debate it was:

**RESOLVED that Members adopt the draft statement of Gambling Policy 2019.**

## **9. Medium Term Financial Plan Update**

The Full Council considered the report which proposed the Medium Term Financial Plan and Capital Strategy.

Deputy Mayor Councillor Cheney moved the report and the recommendations contained therein. Councillor Don Alexander seconded the report.

Following debate, it was:

**NOTED:**

- 1. The economic outlook and projections within the 5-year MTFP**
- 2. The Strategic planning approach**

**APPROVED:**

- 3. The MTFP and Resourcing principles, as set out in appendix A1 and A2**
- 4. The Capital Strategy, as set out in appendix A4**

## **10 Treasury Management Mid Year Report 2018/19**

The Full Council considered a report which presented the mid-year Treasury Management report for 2018-19. This report meets the treasury management regulatory requirement that the Council receive a Mid-Year Treasury review report. It also incorporates the needs of the Prudential Code to ensure adequate monitoring of the capital expenditure plans.

Deputy Mayor Councillor Cheney moved the report and the recommendations contained therein. Councillor Stevens seconded the report.

Following debate, it was:

**RESOLVED:**

**That the Mid-Year Treasury Management report for 2018/19 be noted.**

## **11 Council Tax Base 2019/20**

The Full Council considered a report which considered, in line with Regulations, the amount calculated by Bristol City Council as its Council Tax base for the financial year 2019/20.

Deputy Mayor Councillor Cheney moved the report and the recommendations contained therein. Councillor Bradshaw seconded the report.

Following debate it was:

**RESOLVED:**

**That in accordance with the Local Authorities (Calculation of Council Tax Base) (England) Regulations 2012, the amount calculated by Bristol City Council as its Council Tax base for the financial year 2019/20 shall be 126,999**

## **12 Collection Fund Surplus/Deficit 2018/19**

The Full Council considered a report which presented the Collection Fund Surplus at 31 March 2019 on the Council Tax and the Non-Domestic Rates (NDR) elements of the Collection Fund.

Deputy Mayor Councillor Cheney moved the report and the recommendations contained therein. Councillor Pearce seconded the report.

Following debate, it was:

**RESOLVED:**



1. That an estimated surplus at 31 March 2019 on the Council Tax element of the Collection Fund of £2.1m be declared for 2018/19 and shared between this Council, the Police and Crime Commissioner for Avon and Somerset and the Avon Fire and Rescue Service in proportion to their 2018/19 precepts on the Collection Fund.
2. That an estimated surplus at 31 March 2019 on the Non-Domestic Rates (NDR) element of the Collection Fund of £62k be declared for 2018/19 and shared between this Council, Avon Fire and Rescue Service and the West of England Combined Authority (WECA) in proportion to the appropriate year demands (For 2018/19: Bristol 94%, WECA 4%, Avon Fire and Rescue Service 1%). There is also an adjusting figure due to the Secretary of State of £744k.

### **13 Audit Committee Terms of Reference**

The Full Council considered a report which presented updated Terms of Reference for the Audit Committee and proposed that the Monitoring Officer be authorised to amend the Council's Constitution accordingly.

Councillor Mead moved the report and the recommendations contained therein. Councillor Stevens seconded the report.

There was no debate and it was:

#### **RESOLVED:**

1. The updated Terms of Reference for the Audit Committee be approved;
2. The Monitoring Officer authorised to amend the Council's Constitution accordingly.

### **14 Motions**

Motion 1 – Ending Immigration Detention

Councillor Hance moved the following motion:

#### **Full Council notes that:**

1. Immigrants and asylum seekers who have committed no crimes continue to be detained in conditions that are sometimes worse than mainstream prisons.
2. The UK is the only country in Europe to not have a time limit on how long immigrants and asylum seekers can be detained. This means that many are detained for months or even years at a time, without any certainty about when they'll be released or deported, causing significant and unacceptable distress.

3. There are 11 detention centres used for this purpose in the UK, one of the largest number is Europe.
4. Between 2500 and 3500 people are detained at any time and 27,300 ended up in the Centres in 2017 at a cost of over £125 million a year. This is not only a waste of money, but indefinite detention without charge is a clear breach of people's human rights.
5. The Home Office is still arriving at asylum seekers' homes in the middle of the night, here in Bristol or stopping them when they are legitimately signing on at the police station in Patchway, whisking them away to another part of the country, where many are unable to have visits from family and friends due to the cost of travel. The majority of detainees are eventually released if they get the right legal support, as they have done nothing wrong, but many never get over the trauma of detention.

**Full Council:**

1. Believes that the Government must end immigration detention now.
2. Restates our commitment as a City of Sanctuary and recognises these issues form an essential part of the Dignity not Destitution Pledge, which has been signed by the Mayor.

**Full Council calls on the Mayor to:**

1. Endorse the These Walls Must Fall Campaign (<http://detention.org.uk/>)
2. Call on the Government to implement the recommendations of the All Party Parliamentary Inquiry into detention.
3. Recognise all the hard work that volunteers do to support local asylum seekers who are detained.
4. Ask our local MPs to support the spirit of the motion, to continue to raise the matter in the House of Commons, and to support changes in current laws and procedures to introduce alternatives to detention.
5. Seek further support for the motion via the Local Government Association, and by encouraging other Councils in the UK to raise the issue.

The motion was seconded by Councillor Pickersgill

Councillor Weston then moved the following amendment:

'That the motion be amended to read as follows:

**Full Council notes that:**

- 1 Some Immigrants and asylum seekers continue to be detained in conditions that are sometimes worse than mainstream prisons.
2. The UK is the only country in Europe to not have a time limit on how long immigrants and asylum seekers can be detained. This means that detained for months or even years at a time, without any certainty about when they'll be released or deported, causing significant and unacceptable distress.
3. Between 2500 and 3500 people are detained at any time and 27,300 ended up in the Centres in 2017 at a cost of over £125 million a year.
4. There are still reports of instances where the Home Office is still arriving at asylum seekers' homes in the middle of the night, here in Bristol or stopping them when they are legitimately signing on at the police station in Patchway, whisking them away to another part of the country.

**Full Council:**

1. Believes that the Government must endeavour to implement a humane, efficient and pragmatic immigration policies, in which lawful detention plays a part. This should be used sparingly and for the shortest time feasible.
2. As a City of Sanctuary it is recognised these issues form an essential part of the Dignity not Destitution Pledge, which has been signed by the Mayor.

**Full Council calls on the Mayor to:**

1. Call on the Government to revisit the recommendations of the All Party Parliamentary Inquiry into detention with a view to enacting improvements – including shorter timescales around appeals.
2. Recognise all the hard work that volunteers do to support local asylum seekers who are detained.
3. Prepare a report – with contributions from all stakeholders involved in this issue – which examines and explains the practices employed in Bristol and the sub-region.
4. Ask our local MPs to support the spirit of the motion, to continue to raise the matter in the House of Commons, and to support changes in current laws and procedures to introduce alternatives to detention where practicable.'

The amendment was seconded by Councillor Jones.

Following debate, upon being put to the vote, the amendment was LOST.

The Deputy Lord Mayor then invited Councillor Hance, as mover of the original motion to speak.

Following final remarks, upon being put to the vote, the original motion was CARRIED (48 For, 3 against, 11 absences) and it was

**RESOLVED:**

**Full Council notes that:**

1. Immigrants and asylum seekers who have committed no crimes continue to be detained in conditions that are sometimes worse than mainstream prisons.
2. The UK is the only country in Europe to not have a time limit on how long immigrants and asylum seekers can be detained. This means that many are detained for months or even years at a time, without any certainty about when they'll be released or deported, causing significant and unacceptable distress.
3. There are 11 detention centres used for this purpose in the UK, one of the largest number is Europe.
4. Between 2500 and 3500 people are detained at any time and 27,300 ended up in the Centres in 2017 at a cost of over £125 million a year. This is not only a waste of money, but indefinite detention without charge is a clear breach of people's human rights.
5. The Home Office is still arriving at asylum seekers' homes in the middle of the night, here in Bristol or stopping them when they are legitimately signing on at the police station in Patchway, whisking them away to another part of the country, where many are unable to have visits from family and friends due to the cost of travel. The majority of detainees are eventually released if they get the right legal support, as they have done nothing wrong, but many never get over the trauma of detention.

**Full Council:**

1. Believes that the Government must end immigration detention now.
2. Restates our commitment as a City of Sanctuary and recognises these issues form an essential part of the Dignity not Destitution Pledge, which has been signed by the Mayor.

**Full Council calls on the Mayor to:**

1. Endorse the These Walls Must Fall Campaign (<http://detention.org.uk/>)
2. Call on the Government to implement the recommendations of the All Party Parliamentary Inquiry into detention.
3. Recognise all the hard work that volunteers do to support local asylum seekers who are detained.
4. Ask our local MPs to support the spirit of the motion, to continue to raise the matter in the House of Commons, and to support changes in current laws and procedures to introduce alternatives to detention.

5. Seek further support for the motion via the Local Government Association, and by encouraging other Councils in the UK to raise the issue.

## Motion 2 – Anti-Vehicle Idling Zones

Councillor Mark Wright moved the following altered motion:

### **This Council Notes:**

1. Bristol, like many authorities, has area of poor air quality and that pollutants in the air can exceed safe limit set by both the European Union and World Health Organisation.
2. Air pollution in Bristol has a massive impact on the health of our citizens. In the young and most health-vulnerable it can cause permanent lung damage, and in older people it exacerbates lung and heart diseases. In Bristol this equates to approximately 300 extra deaths each year.
3. A very welcome Clean Air Zone is currently in the planning stages as part of the city's Clean Air Action Plan, in addition to other measures such as the imminent introduction of 110 biogas buses, a new greener fleet for Bristol Waste, supporting the introduction of electric taxis, Go Ultra Low West and other schemes. The Clean Air Zone will in the future alter journey routes and vehicle purchases, but likely won't affect driving style. Furthermore, implementation of the Clean Air Zone is some years away.
4. The National Institute for Health and Care Excellence (NICE) and Public Health England (PHE) produced new guidance last year that recommended "no vehicle idling" areas in places where health-vulnerable people collect, such as outside schools, hospitals and care homes, and in areas where exposure to road-traffic-related air pollution is high.
5. That vehicle idling has been an offence since 1988, incurring a £20 fine (£40 if not paid promptly) under the Road Traffic (Vehicle Emissions) Regulations 2002. Councils have historically generally found this difficult to enforce due to the low fine available.

### **This Council resolves to support and asks the Mayor to:**

1. By spring 2020 investigate, and implement if financially feasible, the introduction of an enforceable "anti-vehicle idling" zone outside every school and in every park in the city - with at least four pilot zones of each by autumn 2019. This investigation will include identifying how enforcement of the zones would be resourced and whether the net cost, if any, is acceptable within the council's budget.
2. Where practical, to extend the number of "anti-vehicle idling" zones to cover areas near to children's play areas where standing traffic is an issue.
3. Work with the police and other agencies to jointly tackle the vehicle idling problem and to enforce the "anti-vehicle idling" zones, noting that PCSOs often already patrol outside schools to monitor parking.
4. Work with our NHS and other healthcare partners, to look at extending "anti-vehicle idling" zones outside medical buildings, in hospital pick-up areas, and outside care homes.

5. Use the experience of the pilot zones to determine whether these measures should be implemented via the existing legislation, enforceable enhancements to existing Council policies, or via a new by-law. This should include investigation as to whether the existing level of fine from the legislation can be increased.

Guidance proposes 'no vehicle idling' zones to tackle air pollution

<https://www.localgov.co.uk/Guidance-proposes-%E2%80%98no-vehicle-idling%E2%80%99-zones-to-tackle-air-pollution/43337>

Air pollution: outdoor air quality and health

<https://www.nice.org.uk/guidance/ng70>

Councillor Tom Brook seconded the motion.

Following debate, upon being put to the vote, the altered motion was CARRIED (58 Members voting for, 0 against, 1 abstention) it was

**RESOLVED:**

**This Council Notes:**

6. Bristol, like many authorities, has area of poor air quality and that pollutants in the air can exceed safe limit set by both the European Union and World Health Organisation.
7. Air pollution in Bristol has a massive impact on the health of our citizens. In the young and most health-vulnerable it can cause permanent lung damage, and in older people it exacerbates lung and heart diseases. In Bristol this equates to approximately 300 extra deaths each year.
8. A very welcome Clean Air Zone is currently in the planning stages as part of the city's Clean Air Action Plan, in addition to other measures such as the imminent introduction of 110 biogas buses, a new greener fleet for Bristol Waste, supporting the introduction of electric taxis, Go Ultra Low West and other schemes. The Clean Air Zone will in the future alter journey routes and vehicle purchases, but likely won't affect driving style. Furthermore, implementation of the Clean Air Zone is some years away.
9. The National Institute for Health and Care Excellence (NICE) and Public Health England (PHE) produced new guidance last year that recommended "no vehicle idling" areas in places where health-vulnerable people collect, such as outside schools, hospitals and care homes, and in areas where exposure to road-traffic-related air pollution is high.
10. That vehicle idling has been an offence since 1988, incurring a £20 fine (£40 if not paid promptly) under the Road Traffic (Vehicle Emissions) Regulations 2002. Councils have historically generally found this difficult to enforce due to the low fine available.

**This Council resolves to support and asks the Mayor to:**

6. By spring 2020 investigate, and implement if financially feasible, the introduction of an enforceable "anti-vehicle idling" zone outside every school and in every park in the city - with at least four pilot zones of each by autumn 2019. This investigation will include identifying how

- enforcement of the zones would be resourced and whether the net cost, if any, is acceptable within the council's budget.
7. Where practical, to extend the number of "anti-vehicle idling" zones to cover areas near to children's play areas where standing traffic is an issue.
  8. Work with the police and other agencies to jointly tackle the vehicle idling problem and to enforce the "anti-vehicle idling" zones, noting that PCSOs often already patrol outside schools to monitor parking.
  9. Work with our NHS and other healthcare partners, to look at extending "anti-vehicle idling" zones outside medical buildings, in hospital pick-up areas, and outside care homes.
  10. Use the experience of the pilot zones to determine whether these measures should be implemented via the existing legislation, enforceable enhancements to existing Council policies, or via a new by-law. This should include investigation as to whether the existing level of fine from the legislation can be increased.

Meeting ended at 5.45 pm

CHAIR \_\_\_\_\_

Full Council – e-votes – 11 DECEMBER 2018

**AGENDA ITEM 9 – MEDIUM TERM FINANCIAL PLAN UPDATE**

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**Voting result: 43 For - 1 Abstain - 19 Against**

**The vote was CARRIED**

Individual voting results:

Clough Harriet	Liberal Democrat	Against
Clark Jos	Liberal Democrat	Against
Negus Anthony	Liberal Democrat	Against
Hopkins Gary	Liberal Democrat	Against
Davies Chris	Liberal Democrat	Against
Wright Mark	Liberal Democrat	Against
Kent Tim	Liberal Democrat	Against
Jackson Christopher	Labour	For
Rees Marvin	Labour	For
Sergeant Jo	Labour	For
Jama Hibaq	Labour	For
Breckels Fabian	Labour	For
Brook Tom	Labour	For
Keen Anna	Labour	For
Goggin Paul	Labour	For
Pearce Steve	Labour	For
Brain Mark	Labour	For
Dudd Kye	Labour	For
Pickersgill Ruth	Labour	For
Bradshaw Mark	Labour	For
Phipps Celia	Labour	For
Tincknell Estella	Labour	For
Threlfall Mhairi	Labour	For
Smith Paul	Labour	For
Khan Sultan	Labour	For
Lovell Jeff	Labour	For
Mead Olly	Labour	For
Bowden-Jones Nicola	Labour	For
Cheney Craig	Labour	For
Davies Mike	Labour	For
Massey Brenda	Labour	For
Beech Nicola	Labour	For
Hickman Margaret	Labour	For
Craig Asher	Labour	For
Alexander Donald	Labour	For
Bradley Harriet	Labour	For
Johnson Carole	Labour	For
Godwin Helen	Labour	For
Holland Helen	Labour	For
Langley Mike	Labour	For
O'Rourke Paula	Green	For

Clarke Stephen	Green	For
Bolton Charles	Green	For
Hance Fi	Green	For
Combley Eleanor	Green	For
Fodor Martin	Green	For
Denyer Carla	Green	For
Thomas Jerome	Green	For
Stevens Clive	Green	For
English Jude	Green	For
Goulandris John	Conservative	Against
Jones Steve	Conservative	Against
Gollop Geoff	Conservative	Against
Alexander Lesley	Conservative	Abstain
Eddy Richard	Conservative	Against
Smith Steve	Conservative	Against
Melias Matt	Conservative	Against
Hiscott Claire	Conservative	Against
Radford Liz	Conservative	Against
Morris Graham	Conservative	Against
Carey Tony	Conservative	Against
Quartley Kevin	Conservative	Against
Weston Mark	Conservative	Against

**Full Council – e-votes – 11 DECEMBER 2018**

**AGENDA ITEM 11 COUNCIL TAX BASE 2019-20**

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**Voting result: 56 For - 3 Abstain - 0 Against**

**The vote was CARRIED**

Individual voting results:

Clough Harriet	Liberal Democrat	For
Negus Anthony	Liberal Democrat	Abstain
Hopkins Gary	Liberal Democrat	For
Wright Mark	Liberal Democrat	Abstain
Kent Tim	Liberal Democrat	For
Jackson Christopher	Labour	For
Rees Marvin	Labour	For
Sergeant Jo	Labour	For
Jama Hibaq	Labour	For
Brook Tom	Labour	For
Keen Anna	Labour	For
Goggin Paul	Labour	For
Pearce Steve	Labour	For
Brain Mark	Labour	For
Dudd Kye	Labour	For
Pickersgill Ruth	Labour	For
Bradshaw Mark	Labour	For
Phipps Celia	Labour	For
Tincknell Estella	Labour	For
Threlfall Mhairi	Labour	For
Smith Paul	Labour	For
Khan Sultan	Labour	For
Lovell Jeff	Labour	For
Mead Olly	Labour	For
Bowden-Jones Nicola	Labour	For
Cheney Craig	Labour	For
Davies Mike	Labour	For
Massey Brenda	Labour	For
Beech Nicola	Labour	For
Hickman Margaret	Labour	For
Craig Asher	Labour	For
Alexander Donald	Labour	For
Bradley Harriet	Labour	For
Johnson Carole	Labour	For
Godwin Helen	Labour	For
Holland Helen	Labour	For
Langley Mike	Labour	For
Clarke Stephen	Green	For
Bolton Charles	Green	For
Hance Fi	Green	For
Combley Eleanor	Green	For

Fodor Martin	Green	For
Denyer Carla	Green	For
Thomas Jerome	Green	For
Stevens Clive	Green	For
English Jude	Green	For
Goulandris John	Conservative	For
Jones Steve	Conservative	For
Gollop Geoff	Conservative	For
Alexander Lesley	Conservative	Abstain
Eddy Richard	Conservative	For
Smith Steve	Conservative	For
Melias Matt	Conservative	For
Hiscott Claire	Conservative	For
Radford Liz	Conservative	For
Morris Graham	Conservative	For
Carey Tony	Conservative	For
Quartley Kevin	Conservative	For
Weston Mark	Conservative	For

Full Council – e-votes – 11 DECEMBER 2018

## AGENDA ITEM 14 – MOTION 1 – Ending Immigration Detention

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**Voting result:** 48 For - 3 Abstain - 11 Against

**The vote was CARRIED**

Individual voting results:

Clough Harriet	Liberal Democrat	For
Clark Jos	Liberal Democrat	For
Negus Anthony	Liberal Democrat	For
Davies Chris	Liberal Democrat	For
Hopkins Gary	Liberal Democrat	For
Wright Mark	Liberal Democrat	For
Kent Tim	Liberal Democrat	For
Jackson Christopher	Labour	For
Rees Marvin	Labour	For
Sergeant Jo	Labour	For
Jama Hibaq	Labour	For
Brook Tom	Labour	For
Keen Anna	Labour	For
Goggin Paul	Labour	For
Pearce Steve	Labour	For
Brain Mark	Labour	Abstain
Dudd Kye	Labour	For
Pickersgill Ruth	Labour	For
Bradshaw Mark	Labour	For
Phipps Celia	Labour	For
Tincknell Estella	Labour	For
Threlfal Mhairi	Labour	For
Smith Paul	Labour	For
Khan Sultan	Labour	For
Lovell Jeff	Labour	For
Mead Olly	Labour	For
Bowden-Jones Nicola	Labour	For
Cheney Craig	Labour	For
Davies Mike	Labour	For
Massey Brenda	Labour	For
Beech Nicola	Labour	For
Hickman Margaret	Labour	For
Craig Asher	Labour	For
Alexander Donald	Labour	For
Bradley Harriet	Labour	For
Johnson Carole	Labour	For
Godwin Helen	Labour	For
Holland Helen	Labour	For
Langley Mike	Labour	For
Clarke Stephen	Green	For
Bolton Charles	Green	For

Hance Fi	Green	For
Combley Eleanor	Green	For
Fodor Martin	Green	For
Denyer Carla	Green	For
Thomas Jerome	Green	For
Stevens Clive	Green	For
English Jude	Green	For
Goulandris John	Conservative	Against
Jones Steve	Conservative	Against
Gollop Geoff	Conservative	Against
Alexander Lesley	Conservative	Abstain
Eddy Richard	Conservative	Against
Smith Steve	Conservative	Against
Melias Matt	Conservative	Abstain
Hiscott Claire	Conservative	Against
Radford Liz	Conservative	Against
Morris Graham	Conservative	Against
Carey Tony	Conservative	Against
Quartley Kevin	Conservative	Against
Weston Mark	Conservative	Against

**Full Council – e-votes – 11 DECEMBER 2018**

**AGENDA ITEM 14 – Motion 2 – Anti Vehicle Idling Zone (Altered)**

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**Voting result: 58 For - 1 Abstain - 0 Against**

**The vote was CARRIED**

Individual voting results:

Clough Harriet	Liberal Democrat	For
Clark Jos	Liberal Democrat	For
Negus Anthony	Liberal Democrat	For
Hopkins Gary	Liberal Democrat	For
Davies Chris	Liberal Democrat	For
Wright Mark	Liberal Democrat	For
Kent Tim	Liberal Democrat	For
Jackson Christopher	Labour	For
Rees Marvin	Labour	For
Sergeant Jo	Labour	For
Jama Hibaq	Labour	For
Breckels Fabian	Labour	For
Brook Tom	Labour	For
Keen Anna	Labour	For
Goggin Paul	Labour	For
Pearce Steve	Labour	For
Brain Mark	Labour	For
Dudd Kye	Labour	For
Pickersgill Ruth	Labour	For
Bradshaw Mark	Labour	For
Phipps Celia	Labour	For
Tincknell Estella	Labour	For
Threlfall Mhairi	Labour	For
Smith Paul	Labour	For
Lovell Jeff	Labour	For
Mead Olly	Labour	For
Bowden-Jones Nicola	Labour	For
Cheney Craig	Labour	For
Davies Mike	Labour	For
Massey Brenda	Labour	For
Beech Nicola	Labour	For
Hickman Margaret	Labour	For
Craig Asher	Labour	For
Alexander Donald	Labour	For
Godwin Helen	Labour	For
Holland Helen	Labour	For
Langley Mike	Labour	For
Clarke Stephen	Green	For
Bolton Charles	Green	For
Hance Fi	Green	For
Combley Eleanor	Green	For

Fodor Martin	Green	For
Denyer Carla	Green	For
Thomas Jerome	Green	For
Stevens Clive	Green	For
English Jude	Green	For
Goulandris John	Conservative	For
Jones Steve	Conservative	For
Gollop Geoff	Conservative	For
Alexander Lesley	Conservative	Abstain
Eddy Richard	Conservative	For
Smith Steve	Conservative	For
Melias Matt	Conservative	For
Hiscott Claire	Conservative	For
Radford Liz	Conservative	For
Morris Graham	Conservative	For
Carey Tony	Conservative	For
Quartley Kevin	Conservative	For
Weston Mark	Conservative	For

## Full Council 15 January 2019



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

**Title:** Petition debate – BRISTOL: Save Our Bear!

### Recommendation

**That Full Council debates the petition and refers it to the Mayor / relevant Cabinet member for a formal response.**

### Summary

Under the Council's petitions scheme, where a petition has 3,500 or more signatures from people who live, work or study in Bristol, the petition organiser can request a Full Council debate.

The Council has received a petition in relation to the 'Ursa' The Bear (within the Bearpit/ underpass by The Horsefair).

The petition organisers have requested that Full Council debates the petition.



## **Details of the petition**

- 1.** The wording of the petition is as follows:

Petition title / subject: BRISTOL: Save Our Bear!

Petition wording:

“We the undersigned Ursula Bear is being evicted from her home in The Bearpit. Bristol City Council (BCC) have given Ursula until January to be out, but is this what Bristolians want? We think not, and if you agree, Ursula Bear needs YOUR help. If we gain 3500 signatures BCC will be forced to debate her eviction and potentially negotiate her survival. If Ursula Bear brings a smile to your face as she welcomes you into our city. She needs YOUR help.

Want to get to know Ursula? She was created by sculptor Jamie Gillman in 2013, stands at 12ft, loves cider, and loves her role as guardian of The Bearpit, and of Bristol!

She is the product of an Arts Council grant and the imagination of The Bearpit Improvement Group (BIG). This volunteer led community group spent 10 years attempting to make The Bearpit, safe, inclusive and welcoming through art and activity. However, after struggles with the council BIG were disbanded in 2017. The Cube has already been removed and the council have ordered many of the structures - including the community performance theatre - to go alongside Ursula. Join us in saying NO to these wasteful and top-down decisions.

Ursula Bear brings smiles to our faces, she represents creativity, alternative thinking and freedom of expression. She represents community and what public space SHOULD be. Our freedoms in public space are being rapidly reduced without consultation. Let us create debate about OUR rights to OUR space - AND LET'S SAVE OUR BEAR!”

- 2.** The petition has been organised by Caitlin Telfer.
- 3.** The petition has secured 3859 signatures to date from Bristol residents.
- 4.** The Full Council is asked to debate the petition.
- 5.** Under the petition scheme, the petition organiser is permitted up to 5 minutes to present and speak to the petition. The petition scheme allows a further period of up to 15 minutes for discussion of the petition by councillors at the Full Council meeting.
- 6.** The Full Council has agreed the following in relation to dealing with petitions with over 3500 signatures: The topic of the debate should be referred to the Mayor/Cabinet, or other relevant body with the petitioner's views and Full Council's views.

## **RECOMMENDATION**

**Following the debate, the Full Council is recommended to refer the petition to the Mayor, in order that the Mayor can consider his response, in liaison with the relevant Cabinet member.**

## Full Council 15 January 2018



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

**Title:** **Petition debate – Marvin Rees: deliver your promise to ban glyphosate in Bristol**

### Recommendation

**That Full Council debates the petition and refers it to the Mayor / relevant Cabinet member for a formal response.**

### Summary

Under the Council's petitions scheme, where a petition has 3,500 or more signatures from people who live, work or study in Bristol, the petition organiser can request a Full Council debate.

The Council has received a petition in relation to Glysophates.

The petition organisers have requested that Full Council debates the petition.



## **Details of the petition**

- 1.** The wording of the petition is as follows:

Petition title / subject: Marvin Rees: deliver your promise to ban glyphosate in Bristol

Petition wording:

“We call on Marvin Rees to commit to a city-wide ban on the use of glyphosate weed killers in Bristol’s public spaces, by 2021 latest. Bristol City Council is still spraying this toxic chemical in our streets, parks and housing estates. In his election campaign, Marvin promised to make this stop – two years later, its time to deliver”

- 2.** The petition has been organised by Emma Rose, Harriet Williams.
- 3.** The petition has secured 3721 signatures to date from Bristol residents.
- 4.** The Full Council is asked to debate the petition.
- 5.** Under the petition scheme, the petition organiser is permitted up to 5 minutes to present and speak to the petition. The petition scheme allows a further period of up to 15 minutes for discussion of the petition by councillors at the Full Council meeting.
- 6.** The Full Council has agreed the following in relation to dealing with petitions with over 3500 signatures: The topic of the debate should be referred to the Mayor/Cabinet, or other relevant body with the petitioner’s views and Full Council’s views.

## **RECOMMENDATION**

**Following the debate, the Full Council is recommended to refer the petition to the Mayor, in order that the Mayor can consider his response, in liaison with the relevant Cabinet member.**

## Full Council 15 January 2018



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

**Title:** Petition debate – Compulsory Purchase Order for Hamilton House

### Recommendation

**That Full Council debates the petition and refers it to the Mayor / relevant Cabinet member for a formal response.**

### Summary

Under the Council's petitions scheme, where a petition has 3,500 or more signatures from people who live, work or study in Bristol, the petition organiser can request a Full Council debate.

The Council has received a petition in relation to Hamilton House, Stokes Croft.

The petition organisers have requested that Full Council debates the petition.



## **Details of the petition**

- 1.** The wording of the petition is as follows:

Petition title / subject: Compulsory Purchase Order for Hamilton House

Petition wording:

“We the undersigned call upon Bristol City Council to step in and protect Hamilton House as a community asset by purchasing the building.

By doing this, Bristol City Council has the opportunity to become a world leader in supporting community to become vibrant, thriving and self-sustaining, in-line with its own ‘Development Framework Core Strategy’ (see below).

Despite the building being put up for sale in 2016, the building owners Connolly & Callaghan (C&C) have not entertained any bids to buy Hamilton House. Our request is for Bristol City Council to secure a purchase of Hamilton House, either through direct purchase from C&C or, should this not be successful, through a Compulsory Purchase Order (CPO).

With ownership secured, our proposal would then be for a subsequent Community Share Issue (CSI) which would enable direct community ownership, allowing profits to be reinvested back into the project and other community initiatives. With cuts to government funding and grants, this self-sustaining model enables the resources of the community to fill a widening gap in the third sector. The scale of the community has been proven to have sufficient resources to sustain this model and community ownership empowers local people to own a stake in their own future. This model has been proven to create financially and socially self-sustaining community ventures.

We believe that Coexist are best placed to facilitate this Community Share Issue having been guardians of the building for the previous 10 years. Coexist is a critically acclaimed social impact generator whose work has been studied as far afield as South Korea, Sweden and Canada. Reaching over 2.5 million people a year and collectively generating £21 million annually for the local economy, it is a flagship project for change in the City of Bristol.

By issuing a Compulsory Purchase Order for Hamilton House, Bristol City Council now has the chance to join other councils worldwide that are pioneering socially-led income generation while protecting important community spaces. This step will make Bristol truly unique in the UK - creating a living example of sustainable social investment in our cities.”

- 2.** The petition has been organised by Save Hamilton House (Claire Holmes, Sean Redmon).
- 3.** The petition has secured 4483 signatures to date from Bristol residents.
- 4.** The Full Council is asked to debate the petition.
- 5.** Under the petition scheme, the petition organiser is permitted up to 5 minutes to present and

speak to the petition. The petition scheme allows a further period of up to 15 minutes for discussion of the petition by councillors at the Full Council meeting.

6. The Full Council has agreed the following in relation to dealing with petitions with over 3500 signatures: The topic of the debate should be referred to the Mayor/Cabinet, or other relevant body with the petitioner's views and Full Council's views.

**RECOMMENDATION**

**Following the debate, the Full Council is recommended to refer the petition to the Mayor, in order that the Mayor can consider his response, in liaison with the relevant Cabinet member.**

# Full Council

## 15<sup>th</sup> January 2019



**Report of:** Tim O'Gara, Monitoring Officer

**Title:** Annual Report of Local Government Ombudsman Decisions

**Ward:** Citywide

### **Recommendation**

**That Full Council note the findings in the report and actions taken as a result.**

### **Summary**

The findings in the report have been referred to Full Council for consideration by the Audit committee. The report summarises the finding made in respect of the Council by the LGO in 2017/18

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

1. The LGO has upheld 12 complaints out of a total of 129 cases in 2017/18 as compared to 21 complaints upheld in the previous year.
2. Changes made or action taken as a result of the findings are noted in the report at Appendix 1.



## Context

1. This report has been referred by the Audit committee for Full Council to consider in line with the duty to report findings of maladministration or fault made by the Ombudsman, summarising the findings made.
2. The Ombudsman has sent the Council all findings made in the year ending the 31<sup>st</sup> March 2018.
3. No public reports have been made in respect of the Council in that time. The requirement to report applies to all Ombudsman complaint decisions, not just those that result in a public report.
4. The LGO upheld 12 cases in the year to March 2018 compared to 21 the previous year
5. Detail of findings against the Council can be found on the LGO site:  
<https://www.lgo.org.uk/information-centre/councils-performance/council/Bristol%20City%20Council>

6. A Summary of Ombudsman Findings for Bristol taken from the LGO site for 2014-2018 is as follows :
- | Total     | Upheld | Not Upheld | Upheld% |
|-----------|--------|------------|---------|
| 2018: 133 | 13     | 15         | 46%     |
| 2017: 156 | 22     | 17         | 56%     |
| 2016: 176 | 29     | 16         | 64%     |
| 2015: 133 | 19     | 15         | 56%     |
| 2014: 160 | 24     | 16         | 60%     |

7. The Council dealt with 10,126 formal Stage 1 and Stage 2 complaints in the 2017-2018, which means the escalation rate is 1.28% against total LGO cases and 0.12% against upheld LGO cases.
8. In respect of cases where routine mistakes and service failures have been made, and the Council has agreed to remedy the complaint by implementing the recommendations made following an investigation, the Ombudsman is of the view that the duty to report is satisfactorily discharged if the Monitoring Officer makes a periodic report to the Council summarising the findings on all upheld complaints over a specific period of time.
9. Appendix 1 sets out a summary of the findings made and remedies agreed.
10. Appendix 2 sets out information in respect of the Council's neighbouring authorities. This is not presented in a way that it clear to understand and the Audit Committee recommended that for future years, direct comparisons are made with the Core cities.
11. Appendix 3 – Annual letter from the LGO

## Proposal

That Full Council notes the findings in the report and actions taken as a result.

## Legal and Resource Implications

**Legal**

This report is made in compliance with the Council's duty to report Findings of maladministration or fault to Full Council

**Legal advice provided by** Nancy Rollason Head of Legal Service

**Financial**

**(a) Revenue**

**Appendices:**

Appendix 1 – Summary of complaints upheld

Appendix 2 – Comparitor data

Appendix 3 – Annual letter form LGO

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

**Background Papers:**

None

**Report of all 12 Upheld LGO complaints in 2017/2018**

Garfield Horner

17<sup>th</sup> December 2018

**1.Bristol City Council (LGO REF: 15009502)**

Statement: Upheld

**Housing – Homelessness**

June 2017

**Summary:** The complainant, whom we shall call Mr B, complained the Council failed to respond properly to his housing needs since he became homeless in 2015. He considers he is inappropriately housed and that his banding does not properly reflect his needs. He also complains the Council failed to deal with his complaints properly

**The Ombudsman's final decision:** There was fault by the Council in the way it dealt with Mr B's application for housing. That led to injustice for Mr B, which the Council has agreed to remedy.

**Details of the case:** <https://www.lgo.org.uk/decisions/housing/homelessness/15-009-502#point1>

**Action Taken**

To be confirmed

**2.Bristol City Council (LGO REF: 17001038)**

Statement: Upheld

**Council Tax**

July 2017

**Summary:** The complainant, whom shall be referred to as Mrs B, complains the Council did not update its records when she told it a property was sold. She also complains the Council wrongly passed on her old address to the bailiffs.

Mrs B has said that the bailiffs have removed some of the costs but the Council still says she owes money and she has had to pay premium rate phone charges to sort out the debt with the bailiffs.

**The Ombudsman's final decision:** There was fault by the Council when managing Mrs B's council tax account. The Council has remedied the injustice by apologising to Mrs B and refunding her costs of £212.62, including the cost of calling the bailiffs premium rate phone lines.

**Details of the case:** <https://www.lgo.org.uk/decisions/benefits-and-tax/council-tax/17-001-038#point1>

### **Action\_Taken**

The LGO found that the Council had taken satisfactory action to remedy the complaint meaning there was no outstanding injustice. **No changes made**

### **3.Bristol City Council (LGO REF: 16011521)**

Statement: Upheld

#### **Planning and Development**

September 2017

**Summary:** The complainant, whom we shall call Mrs B, complains that the Council wrongly advised her she needed planning permission to convert a house into a house in multiple-occupation (HMO). The Council later accepted this advice was incorrect. As a result, Mrs B incurred unnecessary costs and lost rental income.

**The Ombudsman's final decision:** Uphold Mrs B's complaint. The Council incorrectly advised her that she needed planning permission and, when validating her application, failed to advise her planning permission was not required. This was fault and caused Mrs B financial loss.

**Details of the case:** <https://www.lgo.org.uk/decisions/planning/planning-advice/16-011-521#point1>

### **Action\_Taken**

This was a financial remedy to cover the cost of the applicant making a planning application when one was not required and some rental income. Additional training of staff who validate planning applications, including HMOs, was carried out in December 2017 as a result.

### **4.Bristol City Council (LGO REF: 16018564)**

Statement: Upheld

#### **Assessment and Care Plan**

September 2017

**Summary:** Mr X complains the Council has:

- Incorrectly billed him for care provided by his previous care provider;
- Charged him for his current care package when he was told he would not be charged;
- Failed to properly consider his request for adaptations namely an induction cooker which Mr X says he needs for safety as he is in danger of leaving the cooker on and thermostats for his radiators; and
- Failed to support him to get the help he needs from the NHS.

**The Ombudsman's final decision:** There is no fault in the way the Council charged Mr X for care services. Its complaint response to Mr X was unclear about the ongoing cost of his care package. The Council failed to properly consider his risk of leaving the cooker on. The Council is not required to provide thermostatic radiator valves. It has assessed Mr X's needs and is not at fault for it not pursuing a joint assessment with health. The Council has agreed to apologise to Mr X and assess whether he requires support in relation to the risk of leaving the cooker on.

**Details of the case:** <https://www.lgo.org.uk/decisions/adult-care-services/assessment-and-care-plan/16-018-564>

#### Action\_Taken

Remedial action related to individual circumstances – no changes made

### 5.Bristol City Council (LGO REF: 17003500)

Statement: Upheld

#### Environmental Services & Public Protection & Regulation

September 2017

**Summary:** Ms X says the Council is failing to comply with its bin collection policy as crews start the fortnightly black bin collection for her road before 7:00am. Ms X says early starts wake her up and may lead to missed collections if people put their bins out just before 7:00am. Ms X wants the Council to comply with its own rules and start collections at 7:00am.

**The Ombudsman's final decision:** Despite giving Ms X assurances, the Council did not ensure bin collections started at 7:00am, in line with its policy. To address the annoyance this caused Ms X, the Council apologised and agreed to check the start of bin collections until the end of the year. The Council also agreed to review, with its contractor as necessary, complaints handling for its waste collection service.

**Details of the case:** <https://www.lgo.org.uk/decisions/environment-and-regulation/refuse-and-recycling/17-003-500#point4>

#### Action\_Taken

Since the time of the complaint, communication and engagement with the contractor has improved allowing for a more proactive response from all parties in regards to complaints and their administration.

The contractor were made aware of this particular instance and have since ensured that the waste collection service 'start time' is adhered to in all cases and at all times (except where Council permission has been granted to start earlier for safety reasons).

Further to this, the commencement times for all services provided by our contractor and improved complaint management requirements are now embedded and detailed within a new contract document created since this complaint and subsequent ruling.

Since September 2017, there has been no further avoidable contact or complaint from the complainant in regards to the scope and scale of waste collection services she receives.

#### **6.Bristol City Council (LGO REF: 16017270)**

Statement: Upheld

##### **Adult Care**

October 2017

**Summary:** Mr N, is the executor of the estate of his late uncle ("Mr X"). Mr N complains that the Council, when acting as Mr X's financial Deputy, did not do so in his best interests. He says the Council failed to maintain payments on two life insurance policies set up by his uncle before he lost capacity. As a result the estate had to fund the funeral costs which should have been covered by the policies.

**The Ombudsman's final decision:** The Council was at fault when it failed to maintain payments on life insurance policies when it was appointed as a Deputy by the Court of Protection. The Council has agreed to apologise, reimburse the estate of the deceased complainant and review its procedures.

**Details of the case:** <https://www.lgo.org.uk/decisions/adult-care-services/other/16-017-270#point1>

##### **Action Taken**

Remedial action related to individual circumstances – no changes made

#### **7.Bristol City Council (LGO REF: 16019146)**

Statement: Upheld

##### **Council Tax**

October 2017

**Summary:** The complainant, whom we shall call Mr C, complains the Council failed to correctly administer his council tax accounts, leading to unwarranted legal action and associated costs.

**The Ombudsman's final decision:** The Council was at fault in issuing a summons for council tax to a landlord, when it knew the property was occupied by tenants. The Council's complaint handling was also poor.

**Details of the case:** <https://www.lgo.org.uk/decisions/benefits-and-tax/council-tax/16-019-146#point1>

##### **Action Taken**

Bristol City Council uses a Local property Gazetteer address look up its online change of circumstances notifications. An old address that was subsequently split into flats was still available. A process has been introduced to maintain/amend address look up data.

Two complaints related to properties with the same owner in different areas of the city. Both were handled by different officers in a slightly different way. We now co-ordinate complaints and have developed a more consistent approach to complaint response.

## **8.Bristol City Council (LGO REF: 17000717)**

Statement: Upheld

### **Council Tax**

November 2017

**Summary:** The complainant, whom we shall refer to as Ms X, complains that the Council:

- did not respond to her request for an officer in the Council Tax team to telephone her to discuss a payment arrangement for Council Tax arrears after her income reduced significantly in September 2016;
- obtained a Liability Order in the Magistrates Court, and passed her account to its civil enforcement agents who visited her on 29 December 2016, before it responded to her request for an affordable payment arrangement.

**The Ombudsman's final decision:** the Council was at fault when it failed to reply to an email before it applied to the Magistrates Court for a Liability Order for Council Tax arrears. But the Council would still have proceeded with that application so the fault did not cause injustice. I found no evidence of fault in the way it handled later recovery and enforcement action.

**Details of the case:** <https://www.lgo.org.uk/decisions/benefits-and-tax/council-tax/17-000-717>

### **Action Taken**

No fault identified by the LGO in the enforcement process. No changes made

## **9.Bristol City Council (LGO REF: 17002929)**

Statement: Upheld

### **Adult Care**

November 2017

**Summary:** The complainant, whom I shall refer to as Ms B, complained the Council:

- failed to tell her it had only awarded a temporary package of care; and
- Unreasonably reduced the care package.

**The Ombudsman's final decision:** the Council misled Ms B about a care package, changed the package without carrying out a reassessment and delayed considering her complaint. An apology, payment of £100 and reminder to officers is satisfactory remedy for the injustice caused.

**Details of the case:** <https://www.lgo.org.uk/decisions/adult-care-services/assessment-and-care-plan/17-002-929#point1>

#### **Action Taken**

Remedial action related to individual circumstances – no changes made

### **10.Bristol City Council (LGO REF: 17007972)**

Statement: Upheld

#### **Council Tax**

February 2018

**Summary:** The complainant, whom we shall refer to as Mr A, complains the Council failed to respond properly to his appeal for a student exemption. As a result, the Council added further costs and he was forced to pay the outstanding council tax for other occupants when he was not liable.

**The Ombudsman's final decision:** The complainant's claim for a student exemption on his council tax is an appealable matter. However, there was fault by the Council in issuing a summons. The Council agreed to my recommendation to remove costs of £103.

**Details of the case:** <https://www.lgo.org.uk/decisions/benefits-and-tax/council-tax/17-007-972#point1>

#### **Action Taken**

Payments made that were intended for a different council tax account were not identified before costs were incurred. We reviewed our automated payment allocation rules and accounts are now reconciled at every possible opportunity to minimise payment allocation problems.

### **11.Bristol City Council (LGO REF: 17005710)**

Statement: Upheld

#### **Adult Care**

March 2018

**Summary:** The complainant, whom we shall refer to as Mr B, complains the Council has failed to support his daughter's move to a residential care home.

**The Ombudsman's final decision:** The Council was wrong to raise expectations about the possibility of Ms C moving to a care home when it had not assessed her as needing residential care. The Council

has agreed to apologise. It will also review Ms C's needs and discuss all the options for alternative accommodation with her and ensure she is enabled to make decisions for herself.

**Details of the case:** <https://www.lgo.org.uk/decisions/adult-care-services/other/17-005-710#point1>

#### **Action Taken**

Remedial action related to individual circumstances – no changes made

#### **12.Bristol City Council (LGO REF: 17012714)**

Statement: Upheld

#### **Children's Services**

March 2018

**Summary:** The complainant, whom we have called 'Mrs B', complains the Council unreasonably refused to pay her nursery money owing for subsidised childcare she provided during the spring term of the 2016-17 academic year. Mrs B recognises the Council received wrong information preventing it from making the correct payment at the time. But says this could be due to a fault in the software childcare providers must use to claim funds from the Council. Mrs B also points out she did not receive a payment summary sent in March 2017 which might have alerted her to the underpayment. Mrs B points out that when she noticed the error the following term, the Council paid all sums due for that term. She queries why it cannot therefore also backdate a payment for the spring term.

Mrs B also complains of fault in how the Council has dealt with her complaint. She says there was delay, a lack of signposting and a failure to understand the substantive matters raised by her complaint.

**The Ombudsman's final decision:** Mrs B complained the Council would not backdate a payment to her nursery it would have received in February 2017 but for an error in information received by the Council on which it bases payments. The Ombudsman found no good reason for the Council's refusal and so we found fault in its response. The Council has agreed to pay the nursery as it requested to remedy the injustice this caused.

**Details of the case:** <https://www.lgo.org.uk/decisions/children-s-care-services/other/17-012-714#point1>

#### **Action Taken**

Providers record children's information using an online platform and then at 3 points in the year (Sept, Jan and April) submits it securely to BCC. The provider in question misused the system and submitted a claim for '0' funded hours for 7 pupils. The system was not at fault and officers immediately provided on-site training for their management team. This took place in the first version of the in-house online platform.

In November 2018, Bristol City Council launched a new externally supported online platform (with Liquid Logic) and made sure to include additional parameters to prevent providers from adding zero claiming pupils. The new system is a huge improvement on its predecessor and is easier for our providers to use.

**Complaints and Enquiries Received (by Category) 2017-18**

Authority Name	Adult Social Care	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environmental Services, Public Protection and Regulation	Highways and Transport	Housing	Planning and Development	Other	Total
Adur District Council	0	2	0	0	2	0	10	1	0	15
Allerdale Borough Council	0	1	3	0	4	0	1	6	0	15
Amber Valley Borough Council	0	2	0	1	0	0	0	7	0	10
Arun District Council	0	2	0	0	3	0	3	14	0	22
Ashfield District Council	0	3	2	0	3	0	4	3	0	15
Ashford Borough Council	0	3	1	0	1	0	6	5	0	16
Aylesbury Vale District Council	0	11	1	0	0	1	5	14	1	33
Babergh District Council	0	2	0	0	0	1	1	5	0	9
Barnsley Metropolitan Borough Council	12	5	4	3	11	3	2	10	1	51
Barrow-in-Furness Borough Council	0	3	0	1	1	1	0	0	0	6
Basildon Borough Council	0	6	3	1	3	0	19	5	0	37
Basingstoke & Deane Borough Council	0	1	1	1	2	0	3	4	0	12
Bassetlaw District Council	0	3	2	0	5	0	2	5	0	17
Bath and North East Somerset Council	7	9	0	6	7	5	4	6	1	45
Bedford Borough Council	4	4	7	15	6	5	2	4	2	49
Birmingham City Council	51	97	18	49	93	29	102	13	3	455
Blaby District Council	0	1	0	0	1	0	0	4	0	6
Blackburn with Darwen Council	3	6	4	10	7	2	0	3	2	37
Blackpool Borough Council	11	2	1	9	4	3	3	3	0	36
Bolsover District Council	0	1	0	0	0	0	2	2	0	5
Bolton Metropolitan Borough Council	11	14	10	5	7	4	4	18	3	76
Boston Borough Council	0	0	1	0	3	1	1	4	0	10
Bournemouth Borough Council	14	4	4	5	4	8	8	6	1	54
Bracknell Forest Council	4	0	1	8	1	3	4	0	0	21
Braintree District Council	0	1	2	0	2	0	3	9	0	17
Breckland District Council	0	4	4	0	1	0	6	7	0	22
Brentwood Borough Council	1	2	0	0	3	0	7	6	0	19
Brighton & Hove City Council	13	10	5	25	16	13	28	10	0	120
Bristol City Council	12	26	6	15	11	14	23	10	12	129
Broadland District Council	0	2	0	0	3	0	2	5	0	12
Broads Authority	0	0	0	0	0	1	0	2	0	3
Bromsgrove District Council	0	2	0	0	1	0	0	8	0	11
Broxbourne Borough Council	0	5	0	0	2	2	4	6	0	19
Broxtowe Borough Council	0	0	0	0	3	1	5	1	0	10
Buckinghamshire County Council	19	0	2	25	3	18	0	0	0	67
Burnley Borough Council	1	1	1	0	0	0	1	1	0	5
Bury Metropolitan Borough Council	7	7	1	15	8	3	1	2	0	44
Calderdale Metropolitan Borough Council	11	6	4	15	10	6	3	16	0	71
Cambridge City Council	1	2	2	0	3	0	6	5	0	19
Cambridgeshire County Council	14	0	1	13	1	8	0	2	0	39

Cannock Chase District Council	0	4	1	0	1	0	3	2	0	11
Canterbury City Council	0	4	1	0	5	1	8	15	1	35
Carlisle City Council	0	1	0	0	0	0	0	6	0	7
Castle Point Borough Council	0	0	0	0	3	0	1	2	0	6
Central Bedfordshire Council	4	4	7	14	6	7	4	8	0	54
Charnwood Borough Council	0	9	1	1	1	1	5	10	0	28
Chelmsford City Council	0	1	1	0	6	3	2	5	0	18
Cheltenham Borough Council	0	0	0	0	3	0	1	1	0	5
Cherwell District Council	0	4	4	0	5	1	1	8	0	23
Cheshire East Council	17	10	11	43	16	12	4	39	1	153
Cheshire West & Chester Council	12	6	5	17	8	12	3	11	0	74
Chesterfield Borough Council	0	0	3	0	3	1	6	4	0	17
Chichester District Council	0	2	1	0	1	0	1	8	0	13
Chiltern District Council	0	0	0	0	2	1	2	8	0	13
Chorley Borough Council	0	2	0	0	3	0	3	4	0	12
Christchurch Borough Council	1	3	1	0	1	2	2	3	0	13
City Of Bradford Metropolitan District Council	17	16	6	28	16	15	5	20	0	123
City of London	0	0	1	0	1	1	3	0	1	7
City of York Council	13	6	7	11	7	4	4	7	0	59
Colchester Borough Council	0	1	1	0	5	2	8	3	1	21
Copeland Borough Council	0	0	1	0	4	0	0	1	0	6
Corby Borough Council	0	3	0	1	2	0	1	1	0	8
Cornwall Council	33	15	17	46	17	13	22	50	2	215
Cotswold District Council	0	0	1	0	0	1	2	9	0	13
Council of the Isles of Scilly	1	0	1	0	1	0	0	0	0	3
Coventry City Council	8	18	11	29	36	12	12	6	4	136
Craven District Council	0	2	0	0	0	1	0	6	0	9
Crawley Borough Council	0	1	1	0	5	0	5	1	1	14
Cumbria County Council	12	0	5	30	4	12	0	1	0	64
Dacorum Borough Council	0	5	1	0	5	2	7	16	0	36
Darlington Borough Council	18	5	3	7	4	2	2	5	2	48
Dartford Borough Council	0	4	0	0	2	1	7	1	0	15
Dartmoor National Park Authority	0	0	0	0	0	0	0	2	0	2
Daventry District Council	0	0	0	0	5	0	3	1	0	9
Derby City Council	11	5	1	29	5	3	2	3	1	60
Derbyshire County Council	22	0	6	46	2	15	0	2	0	93
Derbyshire Dales District Council	0	2	1	0	0	3	1	2	0	9
Devon County Council	38	0	2	36	4	21	0	1	0	102
Doncaster Metropolitan Borough Council	19	5	5	18	13	6	8	12	0	86
Dorset County Council	28	0	2	30	2	3	0	0	0	65
Dover District Council	0	2	2	0	6	0	3	8	2	23
Dudley Metropolitan Borough Council	18	11	6	14	7	3	12	4	1	76
Durham County Council	31	22	5	29	17	12	3	11	1	131
East Cambridgeshire District Council	1	1	3	0	1	0	0	8	0	14
East Devon District Council	0	1	4	0	1	1	8	9	0	24
East Dorset District Council	0	2	1	1	1	0	0	7	1	13
East Hampshire District Council	0	2	1	0	2	0	0	6	0	11
East Hertfordshire District Council	0	1	1	0	2	1	0	8	0	13
East Lindsey District Council	1	6	3	0	2	2	2	13	0	29
East Northamptonshire Council	0	1	0	0	1	0	0	4	0	6

East Riding of Yorkshire Council	15	11	6	15	12	10	8	14	1	92
East Staffordshire Borough Council	0	1	2	0	1	0	0	9	0	13
East Sussex County Council	48	0	1	35	0	10	0	1	1	96
Eastbourne Borough Council	0	5	2	0	1	2	7	4	0	21
Eastleigh Borough Council	0	2	1	0	3	0	6	5	0	17
Eden District Council	0	1	1	0	2	0	0	8	0	12
Elmbridge Borough Council	0	2	0	0	7	0	2	8	1	20
Environment Agency	0	0	0	0	7	0	0	0	0	7
Epping Forest District Council	0	3	3	0	2	0	10	10	0	28
Epsom & Ewell Borough Council	1	2	1	0	5	1	1	4	0	15
Erewash Borough Council	0	0	1	0	1	0	1	0	0	3
Essex County Council	70	0	2	73	6	38	1	1	0	191
Exeter City Council	1	3	0	0	4	0	3	4	1	16
Exmoor National Park Authority	0	0	0	0	0	0	0	1	0	1
Fareham Borough Council	0	0	2	0	0	2	1	5	0	10
Fenland District Council	0	4	0	0	0	0	1	8	0	13
Folkestone & Hythe District Council	0	6	5	0	3	3	4	16	0	37
Forest Heath District Council	0	0	0	0	2	1	0	7	0	10
Forest of Dean District Council	0	1	3	0	1	0	2	8	0	15
Fylde Borough Council	0	1	2	0	3	0	0	8	0	14
Gateshead Metropolitan Borough Council	10	3	5	11	4	7	7	3	1	51
Gedling Borough Council	0	2	3	0	0	1	0	2	0	8
Gloucester City Council	1	5	0	0	5	0	2	5	1	19
Gloucestershire County Council	26	0	2	19	1	16	0	2	1	67
Gosport Borough Council	0	5	2	0	0	1	1	0	0	9
Gravesham Borough Council	0	3	0	0	3	0	10	2	1	19
Great Yarmouth Borough Council	0	3	3	0	3	2	4	3	0	18
Greater London Authority	0	0	0	0	0	0	2	0	0	2
Guildford Borough Council	0	3	3	0	3	0	6	7	0	22
Halton Borough Council	7	3	2	10	5	7	1	3	0	38
Hambleton District Council	0	2	1	0	0	0	2	8	0	13
Hampshire County Council	39	0	11	61	0	11	0	2	2	126
Harborough District Council	0	1	1	0	3	0	0	7	0	12
Harlow District Council	0	1	2	0	4	0	7	0	0	14
Harrogate Borough Council	0	0	2	0	2	2	0	6	0	12
Hart District Council	0	1	0	0	2	0	0	3	0	6
Hartlepool Borough Council	1	3	2	6	2	6	2	3	0	25
Hastings Borough Council	0	7	0	1	6	0	7	6	1	28
Havant Borough Council	0	3	1	0	3	2	2	2	0	13
Herefordshire Council	9	4	3	18	2	10	1	12	0	59
Hertfordshire County Council	36	0	2	47	2	18	0	2	0	107
Hertsmere Borough Council	0	1	3	0	2	3	1	9	0	19
High Peak Borough Council	1	2	2	0	2	0	3	5	0	15
Hinckley & Bosworth Borough Council	0	4	1	0	1	0	3	6	0	15
Horsham District Council	0	4	1	0	0	2	1	12	0	20
Huntingdonshire District Council	0	2	4	1	3	1	1	7	0	19
Hyndburn Borough Council	0	1	0	0	4	0	2	7	0	14
Ipswich Borough Council	0	2	1	0	4	4	3	1	0	15
Isle of Wight Council	12	2	4	9	6	7	3	6	0	49
Kent County Council	57	0	6	99	6	20	2	0	0	190

Kettering Borough Council	1	2	0	0	0	1	4	3	0	11
King's Lynn & West Norfolk Council	0	2	1	0	3	0	0	11	0	17
Kingston upon Hull City Council	10	9	7	23	13	6	6	2	0	76
Kirklees Metropolitan Borough Council	19	6	5	27	13	4	5	10	1	90
Knowsley Metropolitan Borough Council	5	5	6	7	4	5	5	2	0	39
Lake District National Park Authority	0	0	0	0	0	0	0	4	0	4
Lancashire County Council	80	1	3	85	2	31	1	0	2	205
Lancaster City Council	0	2	4	0	0	0	1	5	0	12
Leeds City Council	35	13	12	46	18	24	18	21	2	189
Leicester City Council	20	12	16	17	10	11	19	9	0	114
Leicestershire County Council	20	1	3	30	4	9	0	2	0	69
Lewes District Council	0	4	0	0	0	1	2	5	1	13
Lichfield District Council	0	3	0	0	2	0	0	2	0	7
Lincoln City Council	0	2	2	0	3	1	2	2	0	12
Lincolnshire County Council	33	0	2	22	0	7	0	9	0	73
Liverpool City Council	35	32	14	30	19	5	6	5	1	147
London Borough of Barking & Dagenham	4	20	2	22	9	11	31	10	3	112
London Borough of Barnet	19	22	4	22	16	35	26	24	1	169
London Borough of Bexley	10	13	3	14	8	9	15	12	0	84
London Borough Of Brent	29	24	4	11	4	29	50	14	3	168
London Borough of Bromley	27	36	5	30	3	22	23	18	1	165
London Borough of Camden	17	12	7	9	24	21	30	16	1	137
London Borough of Croydon	23	48	12	37	19	18	41	24	4	226
London Borough of Ealing	23	33	6	17	19	35	47	18	1	199
London Borough of Enfield	20	31	6	14	11	19	35	13	2	151
London Borough of Hackney	12	10	6	30	2	11	46	6	2	125
London Borough of Hammersmith & Fulham	10	15	3	12	4	16	25	5	2	92
London Borough of Haringey	15	53	5	27	11	27	32	8	6	184
London Borough of Harrow	14	17	7	5	20	23	13	15	0	114
London Borough of Havering	13	7	6	8	5	13	35	7	0	94
London Borough of Hillingdon	15	28	4	24	9	17	36	16	1	150
London Borough of Hounslow	17	19	10	20	26	7	19	12	2	132
London Borough of Islington	17	12	14	19	5	11	38	8	2	126
London Borough of Lambeth	19	37	10	18	12	24	58	10	5	193
London Borough of Lewisham	17	26	2	21	18	7	41	11	3	146
London Borough of Merton	16	16	6	10	11	12	7	14	1	93
London Borough of Newham	8	30	11	25	21	34	92	2	4	227
London Borough of Redbridge	17	13	5	22	11	16	34	21	2	141
London Borough of Richmond upon Thames	5	12	3	8	5	5	2	13	1	54
London Borough of Southwark	12	22	7	21	8	16	67	6	5	164
London Borough of Sutton	13	4	1	22	27	11	8	5	1	92
London Borough of Tower Hamlets	6	15	6	10	13	20	32	4	0	106
London Borough of Waltham Forest	7	26	7	14	19	28	39	5	3	148
London Borough of Wandsworth	19	11	6	23	4	7	20	8	2	100
Luton Borough Council	17	6	3	13	4	6	8	7	1	65
Maidstone Borough Council	0	12	5	0	7	5	2	7	1	39
Maldon District Council	0	2	3	0	2	0	1	5	0	13
Malvern Hills District Council	0	1	3	0	1	2	0	3	0	10
Manchester City Council	18	32	9	40	19	26	16	6	1	167
Mansfield District Council	1	6	2	0	4	1	1	1	0	16

Medway Council	10	15	4	21	3	12	10	12	2	89
Melton Borough Council	0	0	1	0	2	0	3	2	0	8
Mendip District Council	0	2	1	0	0	0	3	2	1	9
Mid Devon District Council	0	2	1	0	1	1	1	3	0	9
Mid Suffolk District Council	0	2	2	1	1	0	0	6	0	12
Mid Sussex District Council	1	5	2	0	1	0	2	8	0	19
Middlesbrough Borough Council	5	9	7	11	2	4	1	1	0	40
Milton Keynes Council	8	7	4	12	10	13	5	6	0	65
Mole Valley District Council	0	5	2	0	2	0	1	10	0	20
New Forest District Council	0	1	0	1	6	0	2	4	0	14
New Forest National Park Authority	0	0	2	0	0	0	0	5	0	7
Newark & Sherwood District Council	0	2	3	0	2	0	3	10	0	20
Newcastle upon Tyne City Council	8	9	2	11	12	10	9	6	0	67
Newcastle-under-Lyme Borough Council	0	5	3	0	8	0	0	1	0	17
Norfolk County Council	58	0	4	53	1	9	0	0	0	125
North Devon District Council	0	2	0	0	5	0	3	13	0	23
North Dorset District Council	0	1	1	0	0	0	1	3	0	6
North East Derbyshire District Council	0	0	1	0	2	0	3	5	0	11
North East Lincolnshire Council	10	3	3	19	7	13	3	2	1	61
North Hertfordshire District Council	0	3	1	1	1	1	2	4	0	13
North Kesteven District Council	0	1	1	0	1	0	2	3	0	8
North Lincolnshire Council	9	6	11	12	3	6	0	7	0	54
North Norfolk District Council	1	6	1	0	5	0	1	8	0	22
North Somerset Council	11	18	5	16	16	9	0	13	1	89
North Tyneside Metropolitan Borough Council	9	8	5	11	3	2	3	5	0	46
North Warwickshire Borough Council	0	1	0	0	0	0	3	2	0	6
North West Leicestershire District Council	0	1	0	0	0	0	1	3	1	6
North York Moors National Park Authority	0	0	0	0	0	0	0	2	0	2
North Yorkshire County Council	31	0	3	22	1	7	0	1	0	65
Northampton Borough Council	0	4	8	0	14	2	5	6	1	40
Northamptonshire County Council	35	0	5	45	2	10	0	0	0	97
Northumberland Council	19	20	7	20	6	8	3	15	0	98
Northumberland National Park Authority	0	0	0	0	0	0	0	1	0	1
Norwich City Council	0	12	6	0	5	6	15	1	2	47
Nottingham City Council	8	10	7	25	16	14	14	4	5	103
Nottinghamshire County Council	31	0	2	55	3	10	0	0	1	102
Nuneaton & Bedworth Borough Council	0	2	3	1	2	0	4	4	0	16
Oadby & Wigston Borough Council	0	0	1	0	4	0	2	0	0	7
Oldham Metropolitan Borough Council	12	13	6	15	10	5	5	4	0	70
Oxford City Council	0	1	3	0	3	0	5	6	0	18
Oxfordshire County Council	14	0	1	23	1	5	0	0	0	44
Peak District National Park Authority	0	0	0	0	0	0	0	4	0	4
Pendle Borough Council	1	6	0	0	4	1	0	5	0	17
Peterborough City Council	4	12	4	10	5	5	7	3	0	50
Plymouth City Council	18	36	4	14	24	13	8	10	0	127
Poole Borough Council	17	5	0	11	3	6	7	8	1	58
Portsmouth City Council	7	4	3	13	4	4	7	4	0	46
Preston City Council	0	6	0	0	9	0	2	4	0	21
Purbeck District Council	0	1	1	0	0	0	0	2	0	4
Reading Borough Council	11	8	3	11	11	14	3	3	1	65

Redcar & Cleveland Council	6	5	1	11	4	2	2	3	0	34
Redditch Borough Council	0	1	0	1	0	1	3	1	0	7
Reigate & Banstead Borough Council	0	3	1	0	4	1	3	4	0	16
Ribble Valley Borough Council	1	1	1	0	0	0	0	3	1	7
Richmondshire District Council	0	4	2	0	1	0	4	1	0	12
Rochdale Metropolitan Borough Council	9	5	3	11	4	2	5	10	0	49
Rochford District Council	0	1	0	0	4	0	1	3	0	9
Rossendale Borough Council	0	5	3	0	1	0	2	1	0	12
Rother District Council	0	5	4	0	7	0	3	4	0	23
Rotherham Metropolitan Borough Council	4	1	5	30	4	3	10	6	1	64
Royal Borough of Greenwich	22	15	4	20	7	15	22	14	2	121
Royal Borough of Kensington & Chelsea	11	4	3	11	7	4	38	5	2	85
Royal Borough of Kingston upon Thames	5	8	4	11	8	23	19	8	0	86
Royal Borough of Windsor and Maidenhead Council	14	4	4	12	5	3	4	11	1	58
Rugby Borough Council	0	1	2	0	3	0	4	5	0	15
Runnymede Borough Council	0	3	0	0	1	0	2	5	0	11
Rushcliffe Borough Council	0	0	3	0	3	0	2	3	0	11
Rushmoor Borough Council	0	1	0	0	1	0	0	2	0	4
Rutland County Council	0	1	3	4	1	4	0	1	0	14
Ryedale District Council	0	1	1	0	2	0	2	5	0	11
Salford City Council	9	15	4	10	9	7	5	6	0	65
Sandwell Metropolitan Borough Council	9	17	4	27	7	7	18	2	1	92
Scarborough Borough Council	0	2	6	0	5	0	2	7	1	23
Sedgemoor District Council	0	1	0	0	2	1	2	6	0	12
Sefton Metropolitan Borough Council	19	6	6	14	2	4	1	6	1	59
Selby District Council	0	2	1	0	6	1	5	8	0	23
Sevenoaks District Council	0	2	0	0	2	1	1	4	0	10
Sheffield City Council	32	17	11	46	17	33	16	11	3	186
Shropshire Council	21	2	2	19	11	3	1	24	1	84
Slough Borough Council	2	15	2	18	6	4	13	2	2	64
Solihull Metropolitan Borough Council	8	4	4	10	5	6	3	8	0	48
Somerset County Council	34	0	5	27	1	11	1	2	0	81
South Bucks District Council	0	2	0	0	1	0	1	10	0	14
South Cambridgeshire District Council	0	3	2	0	5	0	3	10	0	23
South Derbyshire District Council	0	1	3	0	0	1	0	4	0	9
South Downs National Park Authority	0	0	0	0	0	0	0	0	0	0
South Gloucestershire Council	8	4	3	7	1	3	2	7	0	35
South Hams District Council	0	1	1	0	1	3	0	9	1	16
South Holland District Council	0	1	2	0	2	0	2	2	0	9
South Kesteven District Council	0	1	3	0	0	0	4	7	0	15
South Lakeland District Council	0	0	1	0	2	1	0	3	0	7
South Norfolk District Council	0	2	2	0	1	0	0	5	0	10
South Northamptonshire District Council	0	2	1	0	1	0	0	4	0	8
South Oxfordshire District Council	1	1	1	0	0	1	2	5	0	11
South Ribble Borough Council	0	3	0	0	4	0	1	12	0	20
South Somerset District Council	0	0	1	1	3	1	0	15	1	22
South Staffordshire District Council	0	1	0	0	1	1	1	7	0	11
South Tyneside Metropolitan Borough Council	12	0	1	17	7	2	4	5	0	48
Southampton City Council	15	11	3	27	9	1	6	2	0	74
Southend-on-Sea Borough Council	7	6	1	11	3	14	4	4	0	50

Spelthorne Borough Council	1	3	2	0	0	0	5	2	0	13
St Albans City Council	0	3	0	0	2	1	5	6	3	20
St Edmundsbury Borough Council	0	0	0	0	2	1	2	1	0	6
St Helens Metropolitan Borough Council	14	3	0	10	3	6	1	7	1	45
Stafford Borough Council	0	3	1	0	2	0	0	7	0	13
Staffordshire County Council	57	0	8	36	4	23	0	4	0	132
Staffordshire Moorlands District Council	0	2	2	0	1	0	1	5	1	12
Stevenage Borough Council	0	2	3	0	1	2	1	1	0	10
Stockport Metropolitan Borough Council	10	10	7	18	7	5	4	11	0	72
Stockton-on-Tees Borough Council	5	2	2	15	5	0	1	2	0	32
Stoke-on-Trent City Council	9	7	6	22	10	6	10	3	3	76
Stratford-on-Avon District Council	0	2	2	0	2	1	3	8	0	18
Stroud District Council	0	1	1	0	3	0	8	6	0	19
Suffolk Coastal District Council	0	2	0	0	0	6	3	13	0	24
Suffolk County Council	30	0	2	54	1	11	0	1	0	99
Sunderland City Council	13	7	2	30	11	4	1	3	0	71
Surrey County Council	48	0	0	53	5	23	0	2	1	132
Surrey Heath Borough Council	0	4	2	0	2	3	1	6	0	18
Swale Borough Council	0	4	3	0	3	0	2	6	0	18
Swindon Borough Council	2	18	5	13	5	8	3	3	1	58
Tameside Metropolitan Borough Council	12	14	4	24	9	4	1	11	0	79
Tamworth Borough Council	1	4	0	0	1	0	1	1	0	8
Tandridge District Council	0	2	2	0	0	0	4	0	0	8
Taunton Deane Borough Council	0	1	0	0	2	0	4	11	0	18
Teignbridge District Council	0	2	0	0	0	0	2	7	0	11
Telford & Wrekin Council	8	4	8	16	1	6	0	8	0	51
Tendring District Council	0	3	2	1	6	0	2	5	0	19
Test Valley Borough Council	0	0	2	0	3	2	0	5	0	12
Tewkesbury Borough Council	0	2	1	0	4	0	0	7	0	14
Thanet District Council	1	9	10	0	6	2	10	11	0	49
Three Rivers District Council	0	1	0	0	5	1	2	6	0	15
Thurrock Council	3	9	5	14	9	2	12	9	1	64
Tonbridge and Malling Borough Council	0	3	2	0	1	0	4	2	0	12
Torbay Council	9	2	6	13	3	11	2	13	0	59
Torridge District Council	0	2	2	0	1	0	1	1	0	7
Trafford Council	14	7	3	12	19	7	1	9	0	72
Transport for London	0	0	3	0	46	311	0	1	4	365
Tunbridge Wells Borough Council	0	2	2	0	4	4	1	3	0	16
Uttlesford District Council	0	0	0	0	2	1	1	5	0	9
Vale of White Horse District Council	0	4	3	0	1	0	1	7	0	16
Wakefield City Council	9	6	3	12	7	7	5	6	1	56
Walsall Metropolitan Borough Council	17	7	7	19	4	5	3	10	0	72
Warrington Council	9	15	3	7	7	1	2	4	0	48
Warwick District Council	0	3	1	0	2	0	2	7	0	15
Warwickshire County Council	30	0	2	31	1	5	0	0	0	69
Watford Borough Council	0	5	0	0	3	2	5	2	0	17
Waveney District Council	0	12	4	0	1	4	3	6	1	31
Waverley Borough Council	0	1	0	0	4	1	4	7	1	18
Wealden District Council	0	5	0	0	3	1	1	13	0	23
Wellingborough Borough Council	0	1	0	0	2	0	2	2	0	7

Welwyn Hatfield Borough Council	0	1	2	0	4	3	7	14	0	31
West Berkshire Council	2	2	1	12	2	4	3	14	1	41
West Devon Borough Council	0	3	1	0	2	0	1	5	0	12
West Dorset District Council	0	3	1	0	1	1	1	8	0	15
West Lancashire Borough Council	0	0	1	1	1	0	3	8	0	14
West Lindsey District Council	0	3	2	0	2	0	0	12	0	19
West Oxfordshire District Council	0	0	2	0	5	0	2	8	0	17
West Somerset District Council	0	0	0	0	0	0	0	0	0	0
West Sussex County Council	39	0	7	36	1	13	0	2	1	99
Westminster City Council	16	33	8	9	14	9	37	5	2	133
Weymouth and Portland Borough Council	0	1	2	0	1	0	1	2	0	7
Wigan Metropolitan Borough Council	15	15	10	15	6	4	4	6	3	78
Wiltshire Council	15	2	4	15	5	4	4	15	0	64
Winchester City Council	0	4	1	0	0	4	6	5	0	20
Wirral Metropolitan Borough Council	36	8	12	32	10	7	5	5	1	116
Woking Borough Council	0	2	2	0	1	2	1	4	0	12
Wokingham Borough Council	0	4	0	14	5	3	7	13	0	46
Wolverhampton City Council	16	10	4	14	10	4	7	7	0	72
Worcester City Council	0	2	1	0	0	2	0	6	0	11
Worcestershire County Council	21	0	1	21	2	6	0	0	0	51
Worthing Borough Council	0	0	0	0	1	0	5	5	0	11
Wychavon District Council	0	0	0	0	2	1	0	8	0	11
Wycombe District Council	0	8	0	0	3	1	4	16	1	33
Wyre Borough Council	0	6	0	0	4	1	0	6	0	17
Wyre Forest District Council	0	1	1	0	3	1	0	0	0	6
Yorkshire Dales National Park Authority	0	0	0	0	0	0	0	3	0	3
Totals	2602	2063	1027	3260	1802	2046	2198	2268	186	17452

**Notes**

These statistics include all complaints and enquiries that were received from 01 April 2017 to 31 March 2018.

Some cases are received and decided in different business years. This means the number of complaints and enquiries received may not match the number of decisions made.

For more information on how to interpret our statistics, please visit: <http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

# Local Government & Social Care **OMBUDSMAN**

18 July 2018

*By email*

Mike Jackson  
Executive Director: Resources and Head of Paid Service  
Bristol City Council

Dear Mike Jackson,

## **Annual Review letter 2018**

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGSCO) about your authority for the year ended 31 March 2018. The enclosed tables present the number of complaints and enquiries received about your authority and the decisions we made during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

### **Complaint statistics**

In providing these statistics, I would stress that the volume of complaints does not, in itself, indicate the quality of the council's performance. High volumes of complaints can be a sign of an open, learning organisation, as well as sometimes being an early warning of wider problems. Low complaint volumes can be a worrying sign that an organisation is not alive to user feedback, rather than always being an indicator that all is well. So, I would encourage you to use these figures as the start of a conversation, rather than an absolute measure of corporate health. One of the most significant statistics attached is the number of upheld complaints. This shows how frequently we find fault with the council when we investigate. Equally importantly, we also give a figure for the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. Both figures provide important insights.

I want to emphasise the statistics in this letter reflect the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, some of whom may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website, alongside an annual review of local government complaints. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

### **Future development of annual review letters**

Last year, we highlighted our plans to move away from a simplistic focus on complaint volumes and instead turn focus onto the lessons that can be learned and the wider improvements we can achieve through our recommendations to improve services for the many. We have produced a new corporate strategy for 2018-21 which commits us to more comprehensively publish information about the outcomes of our investigations and the occasions our recommendations result in improvements to local services.

We will be providing this broader range of data for the first time in next year's letters, as well as creating an interactive map of local authority performance on our website. We believe this will lead to improved transparency of our work, as well as providing increased recognition to the improvements councils have agreed to make following our interventions. We will therefore be seeking views from councils on the future format of our annual letters early next year.

### **Supporting local scrutiny**

One of the purposes of our annual letters to councils is to help ensure learning from complaints informs scrutiny at the local level. Sharing the learning from our investigations and supporting the democratic scrutiny of public services continues to be one of our key priorities. We have created a dedicated section of our website which contains a host of information to help scrutiny committees and councillors to hold their authority to account – complaints data, decision statements, public interest reports, focus reports and scrutiny questions. This can be found at [www.lgo.org.uk/scrutiny](http://www.lgo.org.uk/scrutiny). I would be grateful if you could encourage your elected members and scrutiny committees to make use of these resources.

### **Learning from complaints to improve services**

We share the issues we see in our investigations to help councils learn from the issues others have experienced and avoid making the same mistakes. We do this through the reports and other resources we publish. Over the last year, we have seen examples of councils adopting a positive attitude towards complaints and working constructively with us to remedy injustices and take on board the learning from our cases. In one great example, a county council has seized the opportunity to entirely redesign how its occupational therapists work with all of its districts, to improve partnership working and increase transparency for the public. This originated from a single complaint. This is the sort of culture we all benefit from – one that takes the learning from complaints and uses it to improve services.

### **Complaint handling training**

We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. In 2017-18 we delivered 58 courses, training more than 800 people. We also set up a network of council link officers to promote and share best practice in complaint handling, and hosted a series of seminars for that group. To find out more visit [www.lgo.org.uk/training](http://www.lgo.org.uk/training).

Yours sincerely,



Michael King  
Local Government and Social Care Ombudsman  
Chair, Commission for Local Administration in England

**Local Authority Report:** Bristol City Council  
**For the Period Ending:** 31/03/2018

For further information on how to interpret our statistics, please visit our website:  
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

## Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
12	26	6	15	11	14	23	10	12	129

Page 8

## Decisions made

Decisions made					Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld		Uphold Rate	Total
14	11	45	35	15	13		46%	133

## Notes

Our uphold rate is calculated in relation to the total number of detailed investigations.

The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

## Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
11	1

# Full Council

15 January 2019



**Report of:** Tim O'Gara, Director – Legal & Democratic Services

**Title:** **Information report – Decisions taken under special urgency provisions**

**Ward:** Citywide

## RECOMMENDATION

**Full Council is asked to note the use of special urgency provisions (APR 16) in relation to decisions that have been taken by Cabinet in respect of :**

**-WECA Strategic Transport Feasibility – 23<sup>rd</sup> January 2018**

**-Consent to WECA – Supplement Business Rates – 3<sup>rd</sup> April 2018**

**-BNet – 4<sup>th</sup> December 2018**



## Background / information

1. Statute and the Council's constitution provide that notification of decisions that are intended to be taken by the Executive must be published 28 days before the decision is taken, and that the papers in relation to that decision must be published not less than 5 working days before the decision to be taken
2. There are however exceptions in law and the constitution to these timescales so that shorter notice can be given in certain circumstances.
3. The constitution provides (**Access to Information rules APR15**), that if a matter which is likely to be a key decision has not been included in the forward plan (to give 28 days' notice), the decision may still be taken if:
  - (a) the decision must be taken by such a date that it is impracticable to defer the decision until it has been included in the next forward plan and until the start of the first month to which the next forward plan relates;
  - (b) the proper officer has given notice to the chair and members of a relevant overview and scrutiny committee in writing, of the matter to which the decision is to be made;
  - (c) the proper officer has made copies of that notice available to the public at the offices of the council; and
  - (d) at least five clear working days have elapsed since the proper officer complied with (a) and (b).
4. If an urgent decision needs to be taken and 5 clear working days cannot be given as set out in APR 15 above, APR 16 provides that in cases of special urgency a decision may still be taken if the decision taker obtains the agreement of the chair of a relevant overview and scrutiny committee that the taking of the decision cannot be reasonably deferred.
5. The constitution also requires that cases where special urgency provisions have been required will be reported to the Full Council for information.
6. This report informs Full Council of the following decisions taken under special urgency provisions:

### **APR16 - WECA Strategic Transport Feasibility – 23<sup>rd</sup> January 2018**

**Decision:**

- Cabinet approved a sum of up to £0.43m capital and £0.085m resource in 2017/18 and £0.875m capital and £0.515m resource in 2018/19 to support the costs for the development of feasibility studies and business cases for priority infrastructure schemes within the Bristol area of the sub-region.
- That the Capital Programme be amended to include provision of up to £0.6m of resource and £1.305m of capital to provide for the costs to deliver the feasibility studies and business cases for the schemes as set out in Appendix A.

### **APR16 - Consent to WECA – Supplement Business Rates – 3<sup>rd</sup> April 2018**

**Decision:**

- Consent was given to the making of an order to confer the power to levy a business rate supplement on the WECA Mayor (subject to the WECA Monitoring Officer confirming they are satisfied that the draft statutory instrument provides for the conferral of this power).

Bristol Energy Operational Plan 2018-19 – 4<sup>th</sup> September 2018

**APR 16 - BNet – 4<sup>th</sup> December 2018**

**Decision:**

- The recommendations are approved as set out in the report.

7. This report is presented for Full Council's information, as required by the constitution.

# Full Council

15 January 2019



## INFORMATION ITEM

**Title: Update report from Youth Mayors and Youth Council**

### Recommendation

**That Full Council notes and acknowledges the update report of the Youth Mayors and Youth Council.**

### Summary

The report contains:

- \* An overview / update report on this year's activities from the Youth Mayors and Youth Council.
- \* Appendix 1 – report from the Equality of Voice conference.
- \* Appendix 2 – LGBTQ+ Awareness Guide





## **Report for full council: January 2019**

Good Afternoon, I am Matt Simpson and I have chaired the youth council for the past year. I believe it has been another fantastic year for the youth council, and in particular I feel our campaigns have really picked up this year, and as a result it's a shame that this is our final report as a group, however we will have a new group of fresh faces replacing us, which I am sure will have lots of new ideas for the Youth Council. I will now pass you over to our representatives from each of our campaigns, who will present to you in more detail the work of each campaign group.

### **Youth Mayors:**

HH: Myself and Jack were elected to be youth mayors back in February 2018 and we have thoroughly enjoyed working hard in this role for the last 10 months. Our main campaign has focused on improving PSHE in the city, working in the Education for life group in the youth council and you will hear what we have achieved in a few minutes. As well as the work we have done with the Youth Council, we have helped Freedom of Mind plan and deliver their third festival. Freedom of Mind was set up by a youth counsellor in the last term of office and focuses on improving awareness around mental health. It has been great to see a youth council project continue after the term and shows that the issues we are raising are meaningful to others as well.

JP: The other campaign we have been focusing on over the last few months has been around improving the bear pit and proudly have adopted the role of youth ambassadors for the bear pit. Having worked in the area for 6 months before entering my role as youth mayor, I realised that there needed to be a wholesale change in the area if this was ever going to be an area that young people felt safe in and did not think twice about walking through. It is our duty as a city to protect its young people and we cannot say this about the bear pit. While working there, I saw a woman overdose and stop breathing on my second shift, as well as suffering consistent verbal abuse and public drug use. It is irrefutable to see this area of the city as safe and welcoming and anyone who does not see this area as somewhere that needs to change is, in my opinion, naive.

HH: As well as our campaigns, we have been fortunate enough to attend many events and meetings. We attended the opening of the Global Parliament of Mayors, meeting mayors from across the world and meeting with a school in Maastricht that was starting its own Youth mayor program. We have also recently hosted the EPIC children in care awards, seeing the fantastic achievements from Children in care and care leavers in Bristol, and have represented young people at events like Remembrance Sunday, the Enthronement of the Bishop of Bristol and the signing of the Bristol Children's charter. Also for me, being youth mayor has opened up lots of opportunities for example I have worked a lot with Bristol Women's Voice, from speaking to young girls about female empowerment to helping organise events and recently starting to write articles for their website. Also back in January 2018 I helped organise the times up women's

march for Bristol along with other inspiring women, it was an amazing experience and definitely one I will never forget.

JP: We have both thoroughly enjoyed our time as youth mayors and would like to thank Mayor Rees for supporting us throughout the year, as well as all of the councilors and council officers that have supported us. But we do still have 1 month left and we are not planning to stop working! If any councilors have anything they would like to consult or work on with us then please do not hesitate to get in contact with us.

#### **UKYP: Jack Wilfan/Caitlin**

It has been a pleasure to be the Member's of Youth Parliament for the past year and I think we have achieved a lot. I feel really proud that Caitlin and I have been the MYPs when we reached over 1 million Make Your Mark votes nationwide. We have had the opportunity of raising the issue of transport and other issues of period poverty and mental health.

This year the UKYP met in Nottingham to discuss our motions nationwide and also network and meet other MYPs from around the country. We were also able to put the idea of 'Curriculum for Life' in action and try out activities on emergency response and the role of women in politics.

Make your Mark was a huge success this with a national total of 1.1million votes on a huge range of issues from homelessness to period poverty and knife crime and mental health. All important issues that I am sure will be addressed by many youth councils to come. In Bristol, we achieved a very respective 5521 ballots which is very good for the city and creates groundwork for the next members of Youth Parliament to build upon.

This great national achievement culminated into our annual sitting in the House of Commons in November. It was an amazing opportunity to sit on the green benches and enjoy the experience and it is one I will remember for a long time to come.

Finally, can I thank everyone from the council who has supported us throughout our time in this role over the last year and I want as many young people to experience this in the future.

#### **Youth Select Committee report launch Jack Payne/Caitlin**

I attended the YSC Committee report launch in London on the 14th of November. During the summer, Caitlin O'Regan and I had the opportunity to be a part of the youth select committee. The Youth Select Committee's inquiry 2018 was about the need for recognizing the importance of work experience. In preparation for the report writing, we met policy-makers, an expert panel, and ministers from the Department for Education. Some of the points about which we questioned the various panels, included, for Caitlin, extending travel bursaries to under-16 for technical work experience. My personal favorite question to ask was also addressed to the government. It was also linked to Caitlin's question: about the new T-levels and how the Department for Education planned their implementation.

Environment and Transport:

Over the past year, the Environment and Transport campaign group have been working to improve the local transport network, particularly focusing on the bus service in Bristol. We have been meeting with James Freeman, head of First Bus in Bristol, to discuss issues that young people have brought to us through a Bristol-wide survey that was conducted earlier this year. We discussed the pricing structure for young people, including raising the age for a child ticket from 16 to 18. We also discussed the reliability of the bus service, particularly in the mornings for students commuting to school. We found that a lot of students found it very difficult to get a reliable bus in the morning, with many reports of buses skipping stops, and others being regularly late or overcrowded. We have been working with Mr Freeman and First to improve the whole transport system for young people in Bristol and we are hoping to continue to work with them over the upcoming months. We have also worked with the department working on the Bristol Transport Strategy and have helped to improve this.

We have also been looking at ways to improve the environmental situation in Bristol. Single-use plastics have been our main focus, and over the coming months, our campaign will be focused on trying to reduce single-use plastics throughout Bristol, particularly in schools. We aim to raise awareness of single-use plastics and plan to encourage young people in Bristol to cut down on the amount being used across the city.

Thank you to all of the councilor's who have helped us over the past 2 years and we hope that you can continue to help us over the coming years.

Young and Equal:

In an attempt to achieve our goals for creating a city free of discrimination, we became involved with the youth forum UNITY, through the BAME co-opted on the youth council. We helped with the outreach of a survey which was being conducted by UNITY

We went to both meetings with the LGBTQ+ group and also UNITY, which are both diversity groups for young people within the city. We also helped and partook in the Equality of Voice conference as we had the UNITY co-opted member and the Chair of Unity as part of our campaign group. The event was a huge success as lots of young people turned out for a night of debate and celebration of Black History.

See Appendix 1 Equality of Voice Conference

There are 74 countries around the world where it is illegal to be LGBT. To put that in context there are 196 countries in the world. That's 37 percent of the world where a person like me could be imprisoned or given the death penalty. This is something that, at times, we don't give to the worst people in our society, simply for being who we are. I am aware that I am extremely lucky to be born where, when and into the family that I am, but that doesn't change the fact that people around the world are given medieval punishment for this "crime". I did the conference because I was unaware of this issue although, I knew that not everywhere was accepting but I didn't realise that it was on this scale. And these statistics aren't even including the countries like Russia where gay men are being rounded up and sent out into concentration camps or

being sent home to be killed by their families in the name of 'reputation'. I did this conference because I wanted other people to understand that the fight is far from over. That too many people have suffered because of ignorance. That we still have work to do.

See Appendix 2 for the booklet we produced from the conference

Education for Life: The main thing that the education for life group has achieved in the last year has been our PSHE Conference, held here in city hall on October. For those that do not know, PSHE stands for Personal, Social, Health Education and involves most of the non-academic topics such as sex and relationships education, drugs awareness and mental health education. The conference was a really good event where we had students and teachers doing different activities. The students did workshops on PSHE in their school, planning an ideal PSHE lesson and on their mental health tips, with the last one being run by Freedom of Mind. In the afternoon they debated on the questions of whether PSHE should be made compulsory and what the most important topic was in PSHE, right here in the council chamber. The teachers had talks from Cllr Anna Keen, OFSTED and Julie Coulthard, lead for PSHE in the city council. The day was really productive and a report from the day is available via email or hard copy if you come and find us at the end.

Chair's Summary:

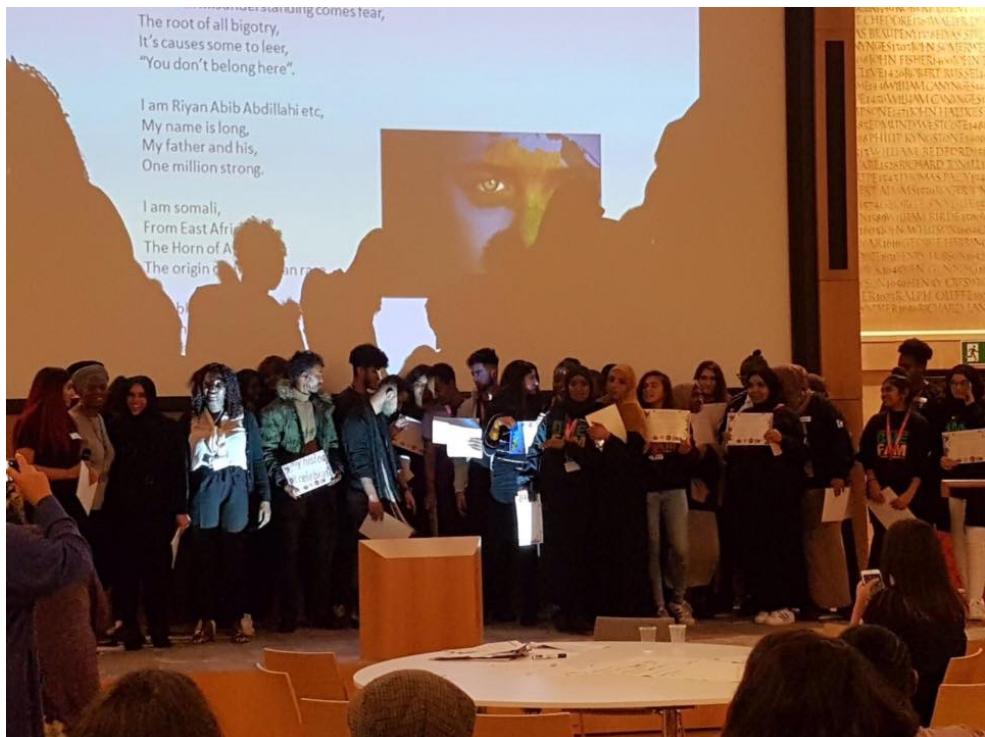
Thank you for hearing all about our work and your continued support for the Youth Council. We are always incredibly grateful to have councilors at our meetings, offering their support and also passing on many of the concerns of the youth onto full council. We have been incredibly proud to represent Bristol's young people for the last 2 years, and we have worked incredibly hard on collecting the youth's opinions and passing them onto the council, and we have seen the policies, for example the children's charter, which have been influenced by the young people's opinions and then put into practice. We have seen the whole process and it always makes me incredibly proud to see our work making a real difference, so I would like to thank the council for their support in putting all of this into action. We have also done much more than just our campaign work and a few highlights are things such as being a part of the sugar smart consultation, hosting another youth council from Southwick in Sunderland, and having members help with the selection for the Bristol Young Heroes. We have also directly worked with councilors and council officers on consultations such as housing in Hengrove and Lockleaze, the local offer for young people with disabilities, and the once city plan. Hopefully, the next youth council will have the same success as us, and enjoy being part of the council as much as we have. I would finally like to invite any councilors who wish to attend our results evening on the 8th of February, I am sure all candidates and newly elected members will appreciate your support. So to finalise, thank you for all the support you have given us across the last 2 years, and do continue to offer your support for the next youth council, it is really appreciated.



# Equality of Voice Conference

## 20<sup>th</sup> November 2017

Hosted by Unity Youth Forum





## Background

Unity Youth Forum is a forum that is run by and for BAME (Black, Asian, Minority Ethnic) & RAS (Refugee and asylum seeking) young people, to ensure their voices are being heard within Bristol City Council and wider communities. The group meet twice a month to work on their manifesto campaigns, discuss and debate issues that affect BAME and RAS young people and then represent their views to decision makers so we can have our say to make changes and influence decision-making processes.

The group felt that they needed to get the views of a wider cohort of BAME & RAS young people in Bristol therefore Unity youth forum developed and carried out a consultation asking the views of BAME and RAS young people aged 11-19 up to 25 with Special Educational Needs and Disabilities across Bristol to find out what the issues are and experiences for young people. The young people decided to host a conference as an opportunity to speak about issues that affect them and their experiences 'Equality of Voice Conference'. The event was to bring awareness to how BAME & RAS young people feel, emphasise that there are issues that they are facing and to challenge decision makers to ensure they have voice and influence on changes they would like to see happen in the future.

## Introduction

The Equality of Voice conference took place on Monday 20<sup>th</sup> November 2017 hosted by Unity Youth Forum at City Hall. Over 155 people attended the conference, 112 of those were young people. The aims and objectives of the conference were:

- Raise awareness of the issues facing BAME and RAS young people
- Celebrate Black history
- Opportunity and platform for Young people to have their voices heard
- Present the findings form the consultation report

To meet the aims and objectives the conference included a presentation of the findings from the consultation, a selection of excellent speeches, poems & performances by young people, workshops and Black history. The event will help raise awareness and in turn encourage young people to speak up and be heard.

## Summary of Consultation findings



Before the conference Unity Youth forum carried out a consultation asking the views of BAME and RAS young people aged 11-19 up to 25 with Special Educational Needs and Disabilities across Bristol. The aim of the consultation was to find out what the issues and experiences for young people including; identifying any gaps in services and barriers for BAME and RAS young people accessing youth provision, establishing the levels of hate crime and how it could be reported. There was a total of 108 responses this number was disappointing considering there are approximately 14,000 BAME and RAS young people of this age living in Bristol. The majority of the responses were from young people living in Central Bristol (Easton, St Paul's & Barton Hill). 51% of the young people said that there was not enough activities in their area and would like to see more sports, Open Access youth clubs and more opportunities to volunteer. One of the questions we asked was 'Do you think there are any barriers to BAME or RAS young people getting involved in activities and if so, please tell us what they are?

The staff are not relatable -  
No Somali Workers, no  
BAME workers

Language barrier, cultural  
barriers and  
understanding

We aren't always taken  
seriously, thought to be bad  
behaved or unreliable

61 young people said they had been a victim of Hate crime but the number of young people reporting was very low and the number for knowing how to report was even smaller.

No I didn't report it. I was getting off the bus with my friends. We all wear head scarves which is a symbol for our religion. We heard some Caucasian people nearby talking loudly about how we were going to bomb and that they should be careful. They basically accused us of being terrorists without knowing anything about us.

Basically, I was in yr6 and I was walking to school for the first time, so I got out of my house and walked across the road and this white man said 'Go back to your F'ing country you black B, you terrorist!' so I was crying my eyes out and I ran to school and told my teacher and head teacher and police. I didn't go to school for 2 days and my self-confidence had decreased massively. My teachers gave me support and guidance.



I was abused in the street, told horrible things and nobody stopped to intervene. I felt targeted and isolated and this has made me fearful of going out ever since. Thankfully I have been able to talk to my Youth Forum Unity about it and they have supported me to report and help make things better for me which has helped me feel more confident and not to self-blame.

When asked how would you report a hate crime, 32% said they didn't know how to report it. Only 9% said they would inform the police and 59% said they would tell someone.....



Tell a responsible adult.

Report it to SARI

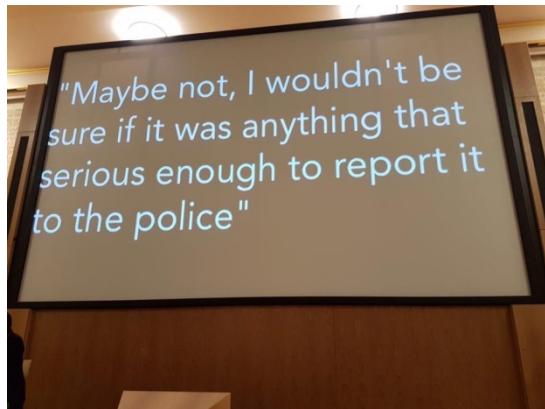
I would report this crime online by using a secure website that is high in confidentiality.

If it is an extreme case such as being physically attacked then, I would report it to the police.

If I wanted to report a hate crime, I'd most likely tell someone which can support me at school. I would trust talking to someone I know (such as my friends or a trustworthy teacher) more than talking to the police.



The findings from the consultation were clear that there was a lot to deliver in terms of raising awareness of how to report hate crimes.



### Table discussions

As part of the conference we also asked the participants to answer some of the questions asked in the consultation:





### How can we inform young people how to report hate crimes?

- \*Social media
- \*Police
- \*SARI
- \*Education
- \*Advertisement
- \*Local radio
- \*Leaflets
- \*Local newspapers
- \*Social workers, teachers, other professionals
- \*Faith groups
- \*Youth groups
- \*Peer mediators
- \*Anti-bullying sessions
- \*Know what a hate crime is
- \*Hold events/ workshops to inform young people on how to report
- \*Make it easy to access e.g; social media, school
- \*Train people/ leaders to be able to deal with situations appropriately
- \*Protected reporting
- \*School groups & presentations
- \*How to identify and recognise it
- \*Interview people
- \*Post social pages – twitter, Instagram, snap chat
- \*Have respectful dialogue
- \*Standard knowledge and legal rights

### What are the barriers for BAME & RAS young people getting involved in services?

- \*Perceptions and stereotypes
- \*Feeling nervous – not having someone to go with
- \*Not having support from family
- \*Difficulties finding out about services and activities
- \*Language barriers
- \*Mental barrier
- \*Not enough appeal
- \*It's uncool
- \*No one told me about it
- \*Schools don't do much
- \*From non BAME & RAS it's out there readily available for them.
- \*Services are not promoted – raise awareness
- \*Negative labels
- \*Lack of diversity – people not looking like us
- \*Adults need to step back to allow to lead
- \*Accessibility
- \*Service are not relevant – adults decide on what they think YP need
- \*Over protective parents
- \*Distrust of services
- \*Travel – where are the services located



### **What can we do to prevent hate-motivated behaviours?**

- \*Stop people from being disrespectful                          \*Stop people from being racist
- \*Change the way you are and prove people wrong
- \*Don't act the way they want
- \*Groups of people from different backgrounds so they can be made aware of different cultures and backgrounds
- \*Challenge the person and ask why they think that way.
- \*Ignore the negativity

### **What is a hate crime?**

- \*Discrimination based on difference - race, nationality, age, culture, sexual orientation, disability, job, status.
- \*It can happen anywhere (even a place of worship).
- \*Verbal or physical or systematic e.g; financial
- \*Also can be an inaction
- \*Can be pre-meditated or spontaneous
- \*A crime due to ethnicity, gender, disability, sexuality, religious beliefs, culture.
- \*Essential to what the person feels                          \*Types; verbal, physical, emotional
- \*Isolates a person                          \*Discriminates against a person                          \*Difficult to tackle
- \*About power                                  \*A mechanism in which an institution discriminates against someone
- \*Partly unconscious bias
- \*A crime based on discrimination or prejudice, targeted at specific people, not a random crime



## Why do hate crimes occur?

- \*Social Deprivation    \*Peer pressure    \*Misguided information
- \*Uniformed sources e.g.; media, community    \*Territorial    \*Closed minded
- \*Don't accept difference    \*Personal opinions    \*Pressure
- \*Prejudice due to discrimination – race, sex, religious beliefs    \*Upbringing
- \*Don't accept difference    \*Bad influences    \*Political events
- \*Misunderstanding    \*Lack of cultural exposure    \*Past experiences    \*Scapegoating
- \*Resistance to change    \*Power in balance    \*Jealousy    \*spitefulness
- \*Lack of understanding/education    \*Anger    \*Isolated upbringing    \*Ignorance
- \*Scared of difference    \*Prejudice    \*Media bias/influence    \*Bias environment

## Speakers

### **Mayor Marvin Rees (video message)**

Marvin spoke to the young people about his experiences and journey becoming the first Mayor of African descent in Europe. Marvin spoke about how his background and where he grew up made him insecure compared to the 'rich kids' but he doesn't see it like that now, he is now more resilient and that has given him the power to overcome barriers. He advised the young people to take opportunities when they arise because hard work and talent are not always enough.

He concluded to say he will be making space and making opportunities for marginalised people in this city and that he and his cabinet are here to support and help in any way they can.

### **Young people**

#### **Media Bias and Me by *Mohammed Aidid and Sabrina Mohammed***

This speech addressed the increase in media bias towards Muslims' and ethnic groups and how news coverage has helped influence the rise in hate crimes and Islamophobia. Although the media and technology has advanced we are still going backwards – the media plays on people's fears and reinforces stereotypes of ethnic minorities. The negative language used to describe black people 'thugs', 'super predators and 'sub human'. Many media images of



Black men are linked to criminality or poverty and the positive depictions are often limited to sports and music. Despite these representations being factually inaccurate they are often left unchallenged and this representation is dangerous in a world with young people who are engrossed in media.

### **White privilege by Iman Tazaoui**

Iman spoke about what White Privilege means using real examples of how white privilege happens socially, politically and economically.



### **Black History Month 300years by Saphire Lees**

Saphires spoke passionately about the History of Black history Month but reinforced the message of not dwelling on slavery but remembering it and celebrating the successes of Black people. Black History Month is a reminder that we are capable of great things, we are capable of being educated, we are capable of loving relationships, we are capable of being winners and winners we will be.....'So my message today is that 300 years Black people were slaves and for 300 years no one spoke but because of those 300 years we are strong'.



### Scenes from Syria by Farouk Al Sayed



### Evaluation

The conference was an opportunity to give young people a voice and to raise awareness of the issues for BAME and RAS young people. The overwhelming feedback received was very positive, indicating that the conference was a success. We asked the young people who are members of unity to complete evaluation forms and Young people and adults who attended to complete a different evaluation form below is some of the feedback:

#### Feedback from Young People

**What did I learn?** \*Improved confidence \*Planning and running an event \* that I can work well under pressure \*I'm a very natural speaker \*

**I enjoyed?** \*The Speeches and Poems \*The whole event \*The performances \*

**I felt I was good at?** \*Communicating with the people on the table \*

**What could have been better?** My mind set on some subjects

#### Feedback from Adults

**What was the best part of the event for you?** \*Hearing the young people all representing themselves. \*Performances at the end, group discussions \*Stories of young people's experiences \* Young people being empowered to speak for themselves. \*Great poetry and informative \*Information about Syria. \*



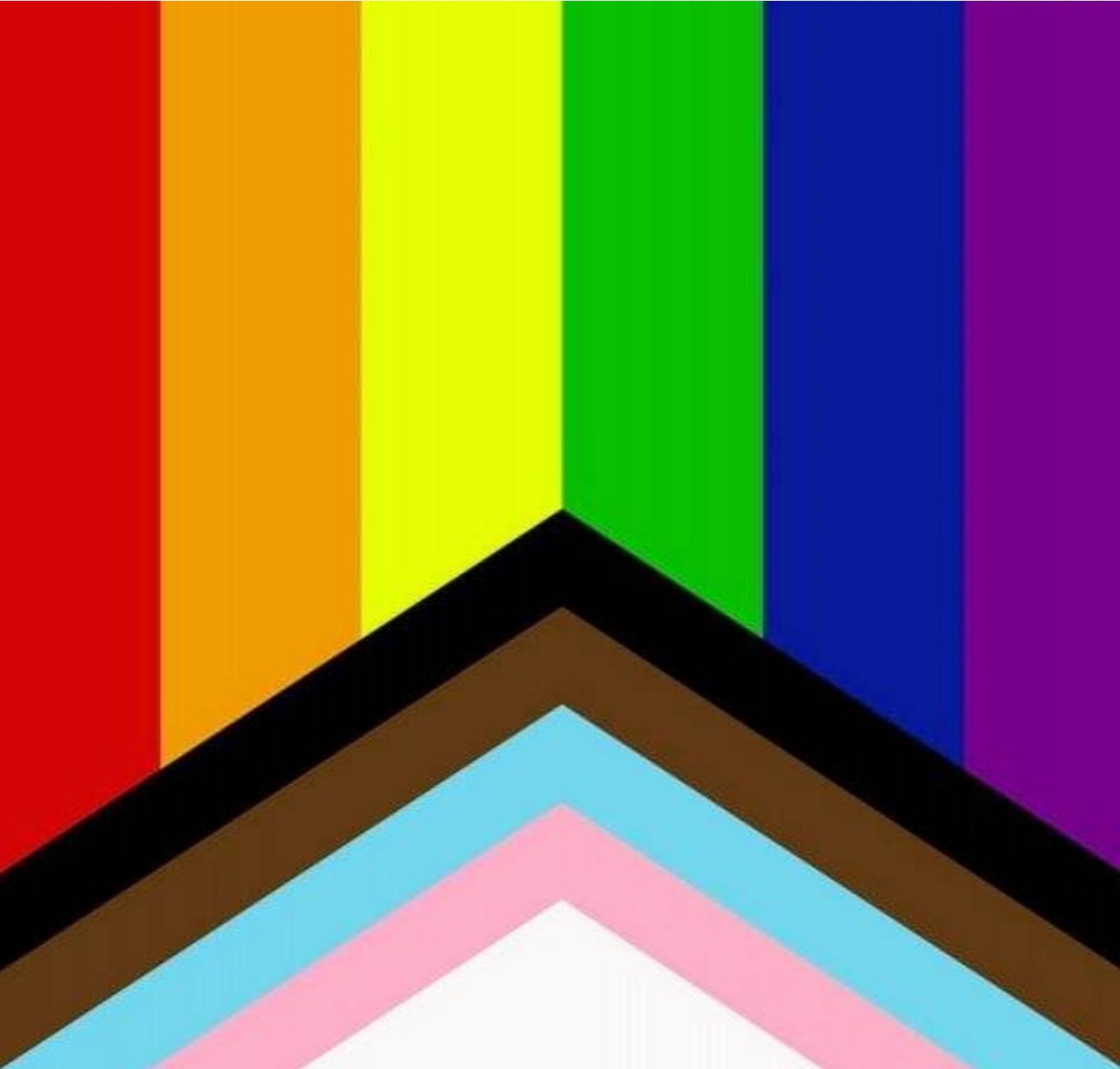
### If you were running the event, what would you have done differently?

\*Get the young people to speak slower – otherwise superb \*Nothing \*Make sure that all opinions are respected and assumptions aren't made of people. The minority of white people's views were disregarded and ignored – this needs to change. \* Acoustics were poor.  
\*It was fantastic. \*Nothing it was perfect. \*start it a bit later.

### Next Steps

- Use the information from the consultation and table discussions to start to make some changes – include in Unity youth Forum Manifesto.
- Set up a meeting with the Mayor and Unity Youth Forum.
- Publish the poems and speeches written by the young people.
- Take the conference into schools for young people to deliver peer education.
- Develop the conference into an exhibition.

With thanks to in no particular order Unity Youth Forum , Youth and Community Work Team, CYN, Bristol City Youth Council, and every else that contributed and supported the Event.



L G B T Q +

Lesbian . Gay . Bisexual . Transgender . Q . Plus

Awareness Guide  
question and queries



# Welcome

The aim of this awareness booklet is to help the educators in the way they support LGBT+ students. It offers an understanding on the who's, how's, dos and don'ts around the basic of LGBT+ issues.

The ideal outcome is the reduction of homophobic, biphobic, transphobic experiences in the educational environment.

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# PRONOUNS

Pronouns are used in place of nouns referring to specific people or things, for example I, me, mine, you, yours, his, her, hers, we, they, or them.

One's gender can be communicated with the use of pronouns, so mistaking their pronouns mistakes their gender. Therefore, it's important to respect pronouns as it validates a person's identity.

Male	Female	Gender fluid	Bigender	Non - binary	Agender
------	--------	--------------	----------	--------------	---------

<i>He</i>	<i>She</i>	<i>They</i>	<i>They</i>	<i>They</i>	<i>They</i>
-----------	------------	-------------	-------------	-------------	-------------

<i>Him</i>	<i>Her</i>	<i>Them</i>	<i>Them</i>	<i>Them</i>	<i>Them</i>
------------	------------	-------------	-------------	-------------	-------------

<i>His</i>	<i>Hers</i>	<i>Her / Him</i>	<i>She / He</i>	<i>Xi / Xim</i>	
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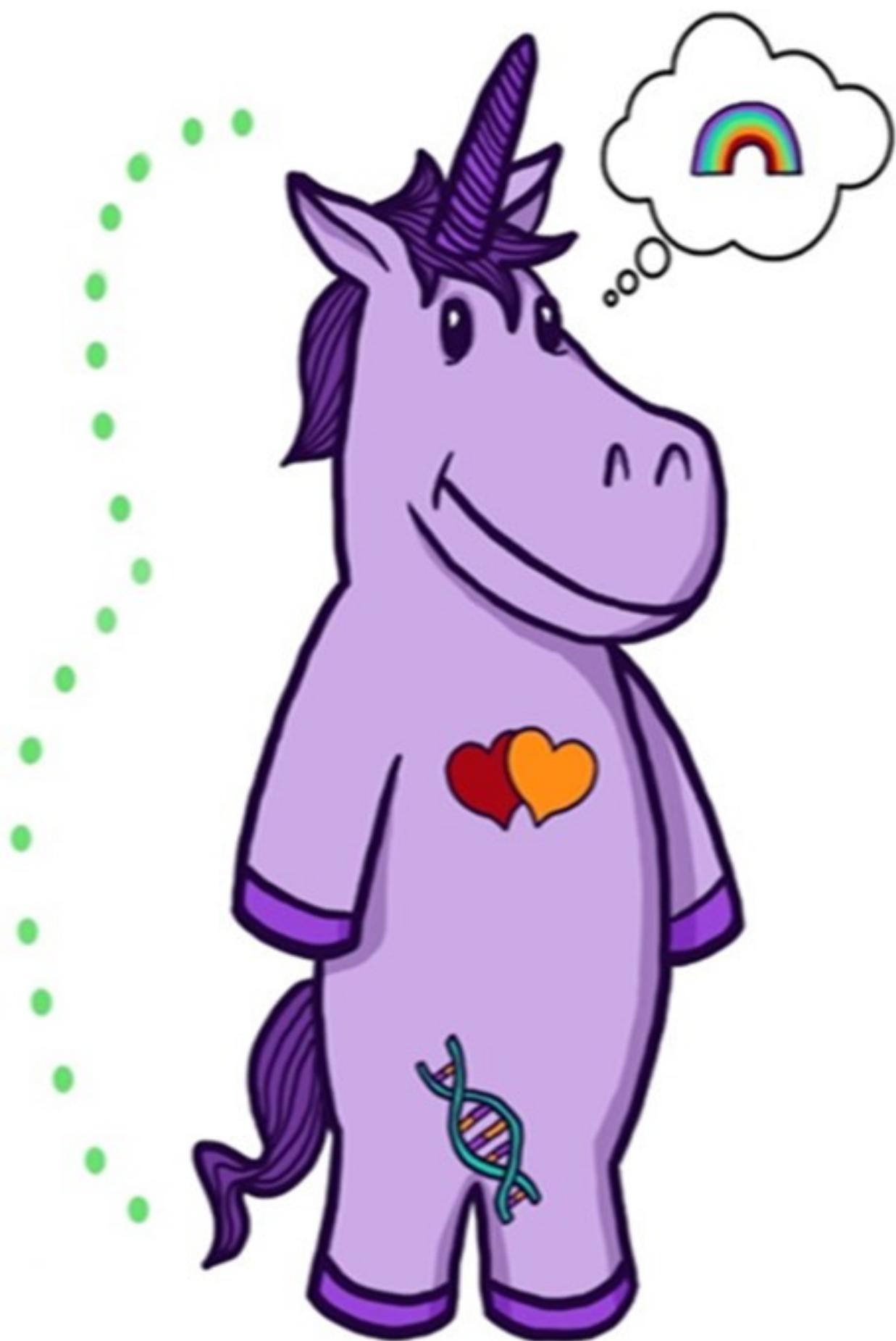
<i>Xi / Xim</i>	<i>Xi / Xim</i>	<i>Other</i>
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# IDENTITY

The infinite permeations of identity for LGBTQ+ people is often seen as a spectrum.

<b>Sexuality</b> – an attraction on a sexual/ romantic / emotional /physical / spiritual level	<b>Gender</b> - internal perception of an one's gender, and how we label ourselves, based on how much we align or don't align with what we understand our options for gender to be.
<b>Lesbian</b> - a woman who is attracted to other woman	<b>Gender fluid</b> - gender identity best described as a dynamic mix of male and female. A person who is gender fluid may always feel like a mix of the two traditional genders
<b>Gay</b> - a man who is attracted to other man	<b>Non-binary</b> - a term for many gender non-conforming or non-binary identities (e.G., Agender, bigender, genderfluid). A k a genderqueer
<b>Bisexual</b> - a person who is attracted to a man or woman	<b>Cisgender</b> - a person whose gender identity and biological sex assigned at birth align . a simple way to think about it is if a person is not transgender, they are cisgender. The word cisgender can also be shortened to "cis."
<b>Asexual</b> - experiencing little or no sexual attraction to others. Sometimes abbreviated to "ace."	<b>Bigender</b> - a person who fluctuates between traditionally "woman" and "man" gender-based behaviour and identities, identifying with both genders.
* <b>Transsexual</b> - a person who identifies psychologically as a gender/sex other than the one to which they were assigned at birth. Often wish to transform their bodies hormonally and surgically to match their inner sense of gender/sex.	* <b>Transgender</b> - a person who lives as a member of a gender other than that assigned at birth based on anatomical sex A trans* person can be straight, gay, bisexual, queer or pan.
<b>Demisexual</b> - little or no sexual attraction until a strong romantic or emotional connection is formed with another individual, often within a romantic relationship.	<b>Agender</b> - a person with no (or very little) connection to the traditional system of gender, who sees themselves as existing without gender. Sometimes called gender neutral, or genderless.
<b>Pansexual</b> - a person who experiences attraction for members of all gender identities/ expressions. Often shortened to "pan."	<b>Queer*</b> - an umbrella term to describe individuals who don't identify as straight. Also used to describe people who have a non-normative gender identity, or as a political affiliation.
<b>Heterosexual</b> - a person who is attracted to someone of the opposite binary gender.	* those marked with an asterix are explained in the acknowledgement section c

A VISUAL TOOL FOR EXPLAINING THE IDENTITY SPECTRUM  
**THE GENDER UNICORN**



## Gender Identity



## Gender Expression/Presentation



## Sex Assigned at Birth



## Sexually Attracted To



## Romantically/Emotionally Attracted To



**GI** = how someone see themselves

**GE/ P** = how someone expresses themselves to others

**SA** = how someone feels about others physical / sexual

**RA/ E** = how someone feels about other in relationship emotional

The Gender unicorn can be adapted to suit the needs of the students ie; can be a person shape. The discussions to have will be to differentiate Sexuality, Gender and Romantic / Emotional attraction.

The sliding scales are present for these areas with the exception of sex assigned at birth. As human beings we can identify along these scales either in fixed or fluid positions.

# LGBTQ+ - BEING OUT

## SOME TIPS FOR SUPPORTING PEOPLE COMING OUT ABOUT THEIR SEXUALITY OR GENDER IDENTITY.

### **1 You don't have to come out.**

While many people find it's a great weight off their shoulders, others don't want to come out, seeing their sexuality as a completely private matter – so it's really up to you. Only come out when you feel comfortable and confident in doing so.

### **2 Coming out can be a really positive experience**

It can feel liberating to be authentic with family, friends and colleagues. You can also be a positive role model to others around you who may be considering coming out.

### **3 Many people worry about other people's reactions.**

Key concerns are that they won't be accepted or will be seen differently. So if someone comes out to you, one of the best ways to respond is to say, "I still feel exactly the same about you." It's also perfectly OK to say that you need time to process the information, but try to communicate at the same time that your feelings towards the person who has come out to you have not changed.

### **4 Worries and concerns may vary according to how old you are.**

Younger people can be more concerned about reactions and acceptance among their peer group, and worry about whether or not they might be bullied. Older people may have different dilemmas. If you are coming out to your children, remember to remind them that you are still the same person, that you still love them and that you still feel the same way about them. If at all possible, get the support of your ex-partner and tell the children together.

### **5 Allow people to be shocked and to need time to take the news in –**

Pick a quiet, calm time when you tell people, which will give you all time to talk about it. Remember that coming out may be more of a process than an event.

## **6 If family or friends react in a negative way**

It won't necessarily be how they always feel. Give them time to get used to the news. First reactions aren't always lasting.

## **7 If you are really nervous about coming out to family or friends,**

Consider writing them a letter telling them, then follow up with a phone call or visit. This allows the recipient time to get used to the news, but you still retain control of the situation.

## **8 Staying in control of the news should always remain with the person who is coming out.**

So it's important to think about this when choosing how to do it. While you should use whichever medium you feel most comfortable with – face-to-face, phone call, text, email, social media – it's worth bearing in mind that some offer more privacy than others. If you don't want everyone to know at once, consider using more old-fashioned methods of communication. If you want to come out to one family member at a time, remember to tell them that as you share your news.

## **9 If you are not sure of how certain significant people in your life may react, it's a good idea to build a support network around you first.**

This could mean coming out to one person whom you trust and are reasonably confident will be supportive. If necessary, have that person with you when you come out to others.

## **10 If you suspect someone you know is LGBT,**

Remember that you **cannot** – and should not – force them to come out, but you can foster an environment where the person feels supported and safe to do so.



# GENDERED TOILETS

Some key points around the toilets in schools, or education settings, it would be ideal if there were gender neutral toilets and these are some reasons to remember why....

- Toilets are often in unsafe /or in out of the way locations = potential harm for the trans student from abuse or attack.
- Transgender students become uncomfortable when choosing which loo to use = potential conflict with other students who do not understand
- Transgender students can feel judgement from peers if they do use the *wrong* toilet = potential humiliation or ridicule from other students who do not accept the persons identity.
- Non-binary students can also feel uncomfortable using gendered toilets.

Generally speaking, these potentially difficult situations can be avoided when the toilets are gender neutral as in a home.

Having support at school and acknowledging a student's right to use the bathroom consistent with their Gender identity is critical. A negative school experience not only hinders a Transgender student's academic achievement and growth, but can also interfere with their long-term health and well-being.

**75.1%**

Of transgender students feel unsafe in school  
because of their gender expression    Page 98

**63.4 %**

of transgender students reported  
avoiding bathrooms

# MYTHS AND RESPONSES

•Q – If you are gay does that mean you are attracted to all men?

•A – No – *I may be attracted to men, but it's personal preference about who I find attractive*

•Q – Is it a phase?

•A – ***This is who I am, who I feel like. This is none of your business!***

•Q – if you are pan does that mean you are attracted to animal / objects?

•A – *No I am attracted to people regardless of gender identity or sexuality identifying as 'pansexual', in a nutshell, means your emotional, romantic and/or sexual attraction towards another person isn't limited by biological sex, gender or gender identity.*

•Q – You are ace does that mean you are 'plant'?

•A – *No I'm human and do not experience romantic/sexual attractions*

•Q – If you are gay you can't be religious can you?

•A - *My sexuality does not affect my faith and my 'god' is on my side.*

•Q- Who is the man and who is the woman in your relationship?

•A - . *Same sex relationships come in different shapes and sizes. Some people may display attributes or take on responsibilities typically associated with what it means to be 'male' or 'female' but others won't. These associations are heteronormative and do not always apply to a LGBTQ relationship.*

•Q - Are bisexual people are greedy and/ or they can't make up their minds?

•A - *This is an out-and-out no, and a biphobic assumption to hold. Being attracted to more than one gender doesn't make someone 'greedy', or imply that they plan on dating more than one person at a time. For bi and pansexual people, part of this openness is the genders they're attracted to. It doesn't mean they're confused or undecided.*

•Q - Does being trans mean you just date other trans people?

•A - *Someone's gender identity, before, during or after transition, doesn't make a difference. People in the trans community come in all shapes and sizes. Some trans people are lesbian, gay and bisexual, in the same way that some are straight. Trans people don't only date other trans people, like people with blue eyes don't only date other people with blue eyes!*

LGBT people are present across all communities within society – there are lesbian, gay, bisexual and trans people who are also: Senior citizens . People of colour and /or black, Asian and minority ethnic (BAME) . Disabled people . People of faith . Young people . 'intersectionality' – a term which describes how someone can experience multiple forms of discrimination.

# CONFIDENTLY CALLING OUT BULLYING

Here are some sexuality and gender specific discriminatory language often heard in school settings and phrases to challenge these constructively.

<b>Identity targeted</b>	<b>Negative phrase</b>	<b>Positive response</b>
Lesbian	Dyke	This word is an identity used by some lesbians – don't make it a slur.
	Queer	Using this word when you are intending to hurt someone is bullying.
	Lezzer/ lesbo	If you mean Lesbian – it's not an insult, it's a sexuality.
Gay	Faggot/ Fag	Do you mean meat balls or cigarettes? I don't smoke!
	SOO Gay	Is it really? If you mean its rubbish say rubbish. Gay does not = bad.
	Batty man/boy	Do you know what that means? These words are harmful and not okay to use.
Bisexual	Queer	Saying that to be insulting to LGBT people is bullying and there's no place for that here.
	Switcher/mixed up	Most people who are Bi are attracted to 2 genders, and are not confused or promiscuous .
	Poof	Is this something you rest your feet on?
Transgender	Tranny	Being transgender is another identity, check peoples preferred term, don't make it an insult.
	He /She - It/That	Your identity comes from your brain /mind, not your body parts. Asking what pronoun they use is a better conversation.
	Gender Bender	This doesn't make sense. Bent like a rainbow? Explain it to me ...

# BRINGING LGBT+ RELATIONSHIPS INTO PHSE

- ▲ Discussion around different families via books and videos and presentations.
- ▲ More Training and guidance to all school staff.
- ▲ Earlier PSHE for year 7 in discussing relationships and diversity.
- ▲ Teachers who either identify as LGBT+ or have extensive knowledge to deliver PHSE lessons that are inclusive.
- ▲ Be open to resources and outside organisations with expertise, inviting specialist in to discuss personal experiences and representation.
- ▲ Discuss trans inclusive puberty education.
- ▲ Look at BME LGBTQ+ role models and international views.
- ▲ Have clear anti-bullying policies display with consequence for discrimination..
- ▲ Explain the difference between banter and abusive language.
- ▲ Discuss relevant issues e.g ‘coming out’ and concerns around this.
- ▲ Displaying positive images of LGBT+ relationships.
- ▲ Consistency through the curriculum for representation of LGBT+ people in the all the other subjects too.
- ▲ Challenging negative views in the lessons and use our booklet
- ▲ Good signposting and support services.

# HELPLINES AND SUPPORT GROUPS TO SIGNPOST

	WEBSITE	CONTACT NUMBER
CAMPAIGNING / EDUCATIONAL	Stonewall <a href="http://www.stonewall.org.uk">www.stonewall.org.uk</a>	020 7593 1850 <a href="mailto:info@stonewall.org.uk">info@stonewall.org.uk</a>
	LGBT Bristol <a href="http://www.lgbtbristol.org.uk">www.lgbtbristol.org.uk</a>	07804 945 849 <a href="mailto:sarah@lgbtbristol.org.uk">sarah@lgbtbristol.org.uk</a>
BULLYING	<a href="http://www.intercomtrust.org.uk/bullying">www.intercomtrust.org.uk/bullying</a>	01392 20 10 15 General Office telephone:
	<a href="http://www.eachaction.org">www.eachaction.org</a> – Education Action Challenging Homophobia	0117 946 7607 <a href="mailto:director@eachaction.org.uk">director@eachaction.org.uk</a>
	National number	Young people's Helpline: 0808 1000 143
COUNSELLING / MENTAL HEALTH	Mind <a href="http://www.mind.org.uk">www.mind.org.uk</a>	0300 1233393 01179800381
	<a href="http://www.bristolmind.org.uk">www.bristolmind.org.uk</a>	<a href="mailto:mindline@bristolmind.org.uk">mindline@bristolmind.org.uk</a>
	<a href="http://www.youngminds.org.uk/">www.youngminds.org.uk/</a>	Parents Helpline: 0808 802 5544
	Young People's Health	0117 922 3747
YOUTH	OTR – Freedom Youth <a href="http://www.otrbristol.org.uk">www.otrbristol.org.uk</a>	07496965262 <a href="mailto:lgbtq@otrbristol.org.uk">lgbtq@otrbristol.org.uk</a>
	<a href="http://www.diversitytrust.org.uk">www.diversitytrust.org.uk</a>	0844 800 4425 <a href="mailto:info@diversitytrust.org.uk">info@diversitytrust.org.uk</a>
	<a href="http://www.queeryouth.org.uk">www.queeryouth.org.uk</a>	<a href="mailto:info@queeryouth.org.uk">info@queeryouth.org.uk</a>
LESBIAN GAY BISEXUAL	Lesbian   LGBT Bristol	<a href="http://lgbtbristol.org.uk/lesbian/">lgbtbristol.org.uk/lesbian/</a>
	Gay Men   LGBT Bristol	<a href="http://lgbtbristol.org.uk/gay-men/">lgbtbristol.org.uk/gay-men/</a>
	<a href="http://www.bivisiblebristol.co.uk">www.bivisiblebristol.co.uk</a>	<a href="mailto:bivisiblebristol@yahoo.co.uk">bivisiblebristol@yahoo.co.uk</a>
	<a href="http://www.outbristol.co.uk">www.outbristol.co.uk</a>	Out Bristol On-line Magazine
TRANSGENDER / NON-BINARY	<a href="http://www.genderedintelligence.co.uk">www.genderedintelligence.co.uk</a>	0207 832 5848
	<a href="http://www.mermaidsuk.org.uk">www.mermaidsuk.org.uk</a>	0844 3340550
	<a href="http://www.gendertrust.org.uk">www.gendertrust.org.uk</a>	01527 894838 <a href="mailto:info@gendertrust.org.uk">info@gendertrust.org.uk</a>

# BOOKS FOR SCHOOLS

If you feel inspired to revitalise your school's library, below is a list of 20 LGBT fictional texts to get you started:

1. <i>Will Grayson, Will Grayson</i> by John Green and David Levithan	2. <i>Boy Meets Boy</i> by David Levithan
3. <i>Annie on my Mind</i> by Nancy Garden	4. <i>Simon vs the Homo Sapiens Agenda</i> by Becky Albertalli
5. <i>Carry On</i> by Rainbow Rowell	6. <i>The Art of Being Normal</i> by Lisa Williamson
7. <i>Openly Straight</i> by Bill Konigsberg	8. <i>Being Emily</i> by Rachel Gold
9. <i>Fan Art</i> by Sarah Tregay	10. <i>Adam</i> by Ariel Schrag
11. <i>Lies My Girlfriend Told Me</i> by Julie Anne Peters	12. <i>Aristotle and Dante Discover the Secrets of the Universe</i> by Benjamin Alire Sáenz
13. <i>Hero</i> by Perry Moore	14. <i>I'll Give You the Sun</i> by Jandy Nelson
15. <i>Her Name is James</i> by CJ Heath	16. <i>The Miseducation of Cameron Post</i> by Emily M Danforth
17. <i>The Difference Between You and Me</i> by Madeleine George	18. <i>True Letters From a Fictional Life</i> by Kenneth Logan
19. <i>What They Always Tell Us</i> by Martin Wilson	20. <i>Becoming Chloe</i> by Catherine Ryan Hyde

**b** *Laura Tsabet* is assistant head of English at Redbridge Community School in Southampton Offers a list of fabulous LGBT themed fiction for students and school libraries.

The shelves of school libraries are sadly lacking in LGBT literature. If that remains the case, then pupils who want to know more about LGBT issues will be forced to go online – and we should be wary of the information they will find there.

The majority of school libraries have either a very limited selection of LGBT texts, or none at all.

Perhaps LGBT fiction is absent in school libraries because it is still largely – and unfortunately – absent in many of our stockists and bookshops. School libraries obtain a vast amount of their texts from school library services; these services provide a filtered assortment of books that are appropriate for school-age children.

***It doesn't need to be controversial; it just needs to be present.***

We need to provide all of our students with the opportunity to understand and empathise with others. If a student, regardless of their sexuality, wants to know more about LGBT issues, and the school library is significantly lacking in this area, where will they go to look? Some may be too shy or embarrassed to approach an adult, and, as educators, we should be wary of the information available to them on the internet. A well-chosen library book provides information in a subtle and safe way; we can select those that will be most beneficial to our students.

If we judiciously select LGBT fiction for our school libraries, we can provide our students with inspirational role models and the platform for understanding and accepting their own and other's sexuality.

# ACKNOWLEDGEMENTS

- a. Kind permission to reprint – the gender unicorn by TSER – Trans Student Educational Resource
- b. LGBT+ school library book list by Laura Tsabet
- c.\* Definitions

\*QUEER has been used to bully, dehumanize, and harass LGBTQ people for decades. Though the derogatory use of the word hasn't disappeared completely, QUEER has been reclaimed by many in the community who wish to have a more fluid and open way to identify their sexual and gender orientations.

According to Brian Lewis, whose book *British Queer History* was published in 2013, the word “queer” today has three primary uses.

He explains: “Queer’ =

- as an act of reclamation from homophobes;
- as an umbrella term for the micro divisions of the LGBT+ community;
- and as a marker of sexual fluidity in opposition to heterosexual and homosexual binaries and identities.”

* Definition	Medical /Social conditions	Sexual Orientation
* Transgender - An umbrella term that refers to a person with identities that cross over/move between/ challenge the socially constructed border between the genders.	Can include medical and social transition, it may not	Typically not relevant. Therefore transgender people can be straight, gay, lesbian, bisexual, asexual, pansexual, etc..
*Transexual – A term refers to a person who does not identify with the sex they were assigned at birth and wishes, whether successful or not to realign their gender and their sex through use of medical intervention	Often, if available to the person, however it completely depends on the person. Medical or surgical intervention to align ones gender and sex aids in feelings of dysphoria	Typically not relevant. Therefore transgender people can be straight, gay, lesbian, bisexual, asexual, pansexual, etc..
Additional conditions	Due to societal pressure to conform, some transgender and transexual people can experience depression, anxiety, panic, substance abuse issues, suicidal ideations and / or social isolation	Page 104





**For Listening and Sharing**

**With an extra special thanks to...**

**Anna Tett, Isabel Moxam, Oliver Lambert, Robert Tarren, Roman Palacio,  
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**Bristol City Council Youth & Community Work Team – Michelle Graham-McMorrow, Carl Fuller (*Youth Workers who supported Young People in creating this booklet*) also Marlene McAllister, Bev Headman-Fearon, Claire Corrigan, Carol Grant, Andrew Williams, Peter De Boer, Charlene Richardson.**

**Off the Record – Freedom Youth**

**Diversity Trust**

**Unity Youth Forum - BCC**

**Listening Partnership – Wecil**

**Bristol City Youth Council – BCC**

**Safeguarding Education Team - BCC**

**Bristol Brunel Academy**

**Creative Youth Network**

**Just Like Us - BSU**



*All those who attended the event to develop this booklet.  
Page 106*