

# Summons to attend meeting of Full Council



**Date:** Tuesday, 12 January 2021

**Time:** 6.00 pm

**Venue:** Virtual Meeting - Zoom Committee Meeting  
with Public Access via YouTube

**To: All Members of Council**

**Issued by:** Sam Wilcock, Democratic Services

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**Date:** Thursday, 31 December 2020



# Agenda

## 1. Welcome and Introductions

(Pages 26 - 28)

## 2. Apologies for Absence

## 3. Declarations of Interest

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

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

## 4. Minutes of the Previous Meeting

To agree the minutes of the previous meeting as a correct record.

(Pages 29 - 44)

## 5. Lord Mayor's Business

To note any announcements from the Lord Mayor

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

### Public Forum (Public Petitions, Statements and Questions)

Public forum items can be about any matter the Council is responsible for or which directly affects the city. Submissions will be treated in order of receipt and **as many people shall be called upon as is possible within the time allowed within the meeting (normally 30 minutes)**.

Further rules can be found within our [Council Procedure Rules](#) and [Virtual Meeting Procedure Rules](#) within the [Constitution](#).

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 11<sup>th</sup> January 2021** 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 6<sup>th</sup> January 2021** 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.

c. Members of the public who wish to present their public forum in person during the video conference must register their interest by giving at least two clear working days notice prior to the meeting by midday on **Friday 8<sup>th</sup> January 2021**.

Public forum items should be e-mailed to [democratic.services@bristol.gov.uk](mailto:democratic.services@bristol.gov.uk)

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

Please note: Up to 10 minutes is allowed for this item.

Petitions notified by Councillors can be about any matter the Council is responsible for or which directly affects the city. The deadline for the notification of petitions to this meeting is **12 noon on Monday 14 January 2019**.

## **8. Audit Committee Half year Report to Full Council**

**(Pages 45 - 51)**

## **9. Corporate Parenting Strategy (refresh) 2021-2023**

**(Pages 52 - 81)**

## **10. Annual Report of Local Government and Social Care Ombudsman Decisions**

**(Pages 82 - 97)**

## **11. 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**

### **1. Excluded UK (Golden Motion)**

#### Full Council notes that:

Three million people across the UK have missed out on the Government's financial support schemes ('the excluded'), due to technicalities such as: recently changing job, being a director of a limited company, being self-employed less than a year, earning less than half their income through self-employment, and a myriad of other reasons.

The lack of financial support has had a devastating effect on people's livelihoods and their mental wellbeing.

Financially supporting these individuals and businesses is largely outside of the Council's control and needs to be financed by central Government. The end of the Brexit transition period will lead to increased uncertainty for already-struggling small businesses, including small limited companies and the self-employed who have largely been excluded from the Government's financial support schemes.

#### Full Council believes that:

The Government should close the gaps in its financial support schemes, and explore options to retroactively compensate people and businesses that were ineligible for the Government's financial support.

#### Full Council resolves to:

Lend its support to ExcludedUK, its efforts to support 'the excluded' and its campaign for fair treatment of 'the excluded'.

Call on the Government to address the disparities in support, to ensure that all individuals and businesses currently excluded, entirely or largely, from Covid-19 grants are given the support they need and rightfully deserve.

Call on all councillors to sign ExcludedUK's open letter to the Chancellor that calls for this.

Call on Party Group leaders to consider writing a separate letter to the Chancellor to urge him to look at ways to provide support to businesses that have missed out on the Covid-19 financial support schemes, using Bristolian people and businesses as case studies, and give councillors the opportunity to contribute to, and co-sign this letter.

Ask the Mayor to write to Bristol's MPs to arrange a roundtable discussion with them and their constituency's councillors to hear more of their excluded constituents' stories, and work alongside MPs to continue to offer support and advise their constituents wherever possible.

Motion to be presented by: Cllr. Shah, Labour Group



Submitted: 26<sup>th</sup> November 2020

## **2. Energy Efficiency Support for every Householder in Bristol: making ideas work (Silver Motion)**

### **Council notes:**

- the Climate and Ecological Emergency Programme and its component documents set out where the city needs to go and what it seeks to achieve but not at this stage how this is to be accomplished
- addressing the poor energy performance of our current buildings, particularly homes, that will save energy, reduce carbon emissions and alleviate fuel poverty is crucial to achieving Bristol's adopted 2030 Climate Emergency resolutions
- the up-grading of the huge majority of our domestic buildings has been sporadic and piecemeal to date.. Technical and financial advice can be accessed but multifaceted interventions are challenging and a disincentive.
- the easier, more currently cost-effective measures such as loft and cavity-fill insulation , draught-proofing and smarter boilers have been much, though patchily, carried out - but are not enough where they are in place, and there are too many places where they are not
- retro-fitting by Bristol City Council is directed to our large social housing stock and advice is rightly focused on people experiencing fuel poverty
- the revenue-saving benefits from capital investment may be simply calculated over time where the owner is the occupier but this is a more complicated model for publicly-managed social housing and even more so in the Private Rented Sector.
- energy providers and bankers can manage initial investment for home-owners, and some do, as with the Green Deal model for larger investors. Landlords can recover investment through rent but there are poorly-adopted schemes for energy-saving passports and sales premiums for home-owners.

### **Council intends:**

- to assemble the details of a service by which every household in the city will be able to access appropriate support with home energy efficiency and renewable technology. The service will encourage a greater uptake of energy efficiency measures in Bristol; lowering emissions and energy bills, as well as promoting the creation of low-carbon skills and employment in the area.
- to extend the scope of the council's work to deliver our 2030 resolutions, to consider its role in encouraging all households , including individual private house-owners, to appreciate the value



to themselves, let alone society, of an investment to secure long-term savings, particularly when the calculated return falls outside their personal occupation period.

- to look beyond the good work in fuel poverty mitigation and capital schemes within our own housing stock and the wider Heat Network to be a hub for general advice and a facilitator for delivering beneficial schemes

#### **This Council agrees**

- that reducing domestic energy consumption, and the resultant carbon emissions, should be encouraged within Bristol by widening the advice and support on offer to incorporate every household in the city

#### **This council resolves:**

- to request the mayor to instruct officers to explore the feasibility of expanding the scope of work carried out by officers across the council including the setting up of a team to focus support on a wider range of households in Bristol to have access to green energy and to reduce their energy use to help Bristol to becoming Carbon Neutral by 2030. The scope of the study should be as wide as needed but should at least include technical and financial advice, practical on-site consultation and implementation support, all or any of which might be provided in-house or through commercial agencies
- to request the mayor to instruct officers to build a business case to create a comprehensive service offer and methodology for directing appropriate and tailored support to every household in the city. The business case will consider the level of resourcing currently available to BCC, and consider options to increase capacity; including the exploration of strategic partnerships to provide the comprehensive service and offer
- to request the mayor to instruct officers to explore a programme for developing a local, highly-skilled workforce to deliver low-carbon, energy efficiency installations within the city
- request the mayor to instruct officers to explore the potential of financing the capital cost of low-carbon technologies for private housing tenures, through the provision of grants and loans.
- to request that a further report on progress as requested to be brought back to the council by 1st March 2021

Motion to be presented by Cllr. Anthony Negus (Cotham, LibDem councillor)

Date submitted: 26<sup>th</sup> November 2020



### 3. Nursery Funding

Full Council recognize the vital role that early years provision and our nursery school network play in supporting communities across the whole city. Bristol should be justly proud of its achievements in this area. Throughout the hard times of austerity and COVID, dedicated and committed staff have ensured that children and families get the support they need, including those with complex needs.

Yet the long-term financial sustainability of our nursery school network is under threat due to failure by government to review and revise the formula through which funding is provided, despite promises to do so.

The Chancellor's recent announcement of an "above inflation" rise amounts to only a few pence per child and is therefore totally inadequate as a protection for the long-term future of this vital service, as it does not take into account the effect that a decade of austerity has had on child poverty rates.

Full Council resolves to:

1) Acknowledge the unique contribution that early years provision and our nursery schools play in offering the best start in life for children from all backgrounds and communities.

2) Ask that the Mayor, the Cabinet Member for Education, and the Cabinet Member for Women, Children, and Families organise a meeting of Members of Parliament and interested councillors to discuss this vital matter and agree how best to continue to lobby the Government on the matter.

3) As that the Mayor, the Cabinet Member for Education, and the Cabinet Member for Women, Children, and Families, to write to the Minister for Early Years and to the Chancellor of the Exchequer to demand that they give priority to introducing a new fair funding formula and the necessary additional resources to ensure a stable long-term future for state provided nursery and early years provision.

Motion to be moved by: Cllr Tincknell, Labour Group

Date of submission: 17 December 2020

### 4. Liveable Neighbourhoods for Bristol

**Full Council notes:**

1. that streets in Bristol are often affected by rat-running, speeding vehicles, congestion, and pollution;



2. streets across the city are frequently hostile places for children, older residents, and those with disabilities, the council has declared an aim to be an age friendly, child friendly, and inclusive city and has declared climate and ecological emergencies;
3. redesigning our streets and neighbourhoods can create a healthier, safer, greener, and less stressful and more peaceful environment;
4. progress to make neighbourhoods more liveable is underway in many cities in Britain and other countries,
5. there are groups in many parts of the city campaigning for liveable neighbourhoods, with a citywide Liveable Neighbourhoods for Bristol [ref 1] campaign supported by 38 groups representing a wide range of needs and interests;
6. the council is currently consulting on several innovative proposals for better street space in high streets and rat runs on 'bristol citizenspace' which may incorporate many of the same features as liveable neighbourhoods;
7. the basic features of liveable neighbourhoods are to filter out rat running and through traffic across an area, and to enable safer movement by active travel, as well as the introduction of facilities for local people such as pocket parks, seating, shelter, nature, and maintain essential access;
8. in liveable neighbourhoods there is evidence that lives are healthier, overall levels of motor traffic reduce while active travel increases;
9. streets can become more favourable for young families, children, older people and disabled people once there is less through traffic;
10. support for liveable neighbourhoods has already been declared by the current Labour administration [ref 2] Greens [ref 3], and many other organisations [ref 4] but a strategy does not yet exist to implement them and no resources have yet been identified.

**Full Council believes that:**

11. developing liveable neighbourhoods can help tackle many of the problems affecting streets across the city and assist many local traders, hospitality and cultural organisations affected by the pandemic;
12. a participatory and inclusive process is needed to inform solutions and deal with many issues in different neighbourhoods, addressing inequalities in streets and different parts of the city, just as with the street space consultation process underway; there are many myths [ref 5] and engagement is needed to discuss and dispel these;
13. area based solutions are needed [to avoid traffic and parking displacement] and concerns about essential access, deliveries,





- disabled parking, and space for local traders has to be informed by evidence and examples from elsewhere, but there is no uniform model that should be imposed on areas of the city;
14. a mix of different facilities, layouts, amenities and traffic management options can be trialled and adopted to create liveable neighbourhoods depending on local needs, preferences and opportunities, e.g. to incorporate school streets.

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

15. commit to making Bristol a city of liveable neighbourhoods
16. build on the street space projects by working with residents and stakeholders across the city to enable residents and other partners to work together with council support to develop and trial liveable neighbourhoods;
17. identify budgets [such as community infrastructure levy], support, and facilities that could be used to progress the introduction of liveable neighbourhoods in conjunction with government and WECA funds for active travel, play, and COVID recovery.

Motion to be moved by: Cllr Martin Fodor, Green Group  
Date submitted: 21<sup>st</sup> December 2020

Ref

1. <https://liveablebristol.org.uk/>
2. <https://thebristolmayor.com/2020/11/23/liveable-neighbourhoods/?fbclid=IwAR1yaEvgRknvDcRE0m3VhWUVIaRynNLizPRhvpFdQuemK82E8RxfjFgtBxNM>
3. <https://sandy4mayor.co.uk/flourishing-bristol-liveable-neighbourhoods/?fbclid=IwAR1U3agx41GFfPwxMvxjdlaW206t6IripFfDcokvAsRbgJU1PYG1sTflpgl>
4. <https://bristolcycling.org.uk/wp-content/uploads/2020/08/LNfB-Open-Letter.pdf>
5. for instance these eight relating to low traffic neighbourhoods: <https://www.theguardian.com/environment/2020/nov/16/mythbusters-eight-common-objections-to-ltns-and-why-they-are-wrong>

#### 5. Introduce a ‘Low Carbon Advertising Policy’

##### Full Council notes:

1. That Bristol City Council currently holds an Advertising Concession Agreement (ACA) with Clear Channel UK involving the upkeep and maintenance of over 300 bus stops across the city, many of which



include digital advertising screens. This contract is due to come to an end soon and a new one will need to be re-tendered. [1]

2. That advertising prohibitions and restrictions already exist regarding all tobacco products and e-cigarettes, guns and offensive weapons, breath testing and products designed to mask the effects of alcohol, ‘pyramid schemes’, prostitution services, ‘obscene material’ as well as other rules regarding marketing to children, high fat sugar and salt products, medical and health claims, religion, financial products, and pornography. [2]
3. That a double-sided digital bus stop advertising screen uses four times the electricity of the average British home. [3]
4. That Bristol City Council declared a Climate Emergency in November 2018, which included a commitment for Bristol to go carbon neutral by 2030.
5. That Bristol’s One City Climate Strategy includes a plan to create ‘advertising standards and restrictions to support responsible consumption.’ [4]
6. That Bristol City Council is currently drafting an Advertising and Sponsorship Policy, which was discussed at an Overview & Scrutiny Management Board meeting on 2<sup>nd</sup> November [5]. However, at present this draft policy does not include restrictions to support responsible consumption, nor any interaction with the Council’s planning powers or property strategy.

**Full Council believes:**

7. That the very purpose of advertising is to stimulate demand for goods and services.
8. That some advertising content undermines the council's objectives regarding public health, air pollution and sustainable consumption. For example: High Fat Sugar and Salt (HFSS) products undermine health objectives, petrol and diesel car adverts (especially for Sports Utility Vehicles) undermine air quality objectives, and airline advertising undermines carbon emission targets.

**Full Council resolves:**

9. To call on the Cabinet member for Transport to review the Advertising Concession Agreement immediately, to investigate the possibility of amending the set of prohibitions and restrictions to include high carbon products and services (with a definition of what constitutes high-carbon), products that worsen air pollution, and HFSS products. These changes should be drafted now to take effect when the ACA is re-tendered.
10. To call on the Cabinet member for Planning to implement a Low Carbon Advertising Policy as part of the council's planning policies, to apply to bus stops, billboards (including digital billboards) and advertising spaces in the city within the jurisdiction of the Local Planning Authority.



11. To call on all Cabinet members to look into broadening and strengthening the proposed Advertising and Sponsorship Policy into an overarching Bristol City Council advertising policy that links the One City Climate Strategy, Local Plan and public health objectives by setting targets, expectations or restrictions on all advertising in the city that interacts with the Council’s objectives on public health, air pollution, climate change and sustainable consumption.

Motion to be moved by: Councillor Carla Denyer, Green Group  
Submitted: 21st December 2020

#### References:

- 1) <https://democracy.bristol.gov.uk/ieDecisionDetails.aspx?AllId=12821>
- 2) <https://www.badverts.org/case-studies>
- 3) <http://adblookbristol.org.uk/2019/11/the-electricity-cost-of-digital-advert>
- 4) <https://www.bristolonecity.com/wp-content/uploads/2020/02/one-city-climate-strategy.pdf>, page 46
- 5) <https://democracy.bristol.gov.uk/ieListDocuments.aspx?CId=165&MId=8591&Ver=4>

## 6. Proportional Representation

In the 2019 General Election, Full Council notes that the 'First Past the Post' voting system:

1. Has again failed to elect a government representing the majority of voters, with the Conservative party winning 43% of the popular vote, yet gaining over half of the seats in parliament.
2. Has again yielded a wildly disproportionate allocation of seats with, for example, the Democratic Unionist Party gaining 8 seats from 244,127 votes compared with 11 seats from 3.6 million votes for the Liberal Democrats.
3. Has spectacularly failed to match votes to seats with, for example, only 25,882 Scottish National Party votes cast for each SNP MP elected, compared with over 800,000 Green votes resulting in the election of one Green Party MP.
4. Has resulted in 70.8% of votes being 'wasted' i.e. having no effect on the outcome of the election. The largest number of ignored votes in any UK constituency was in Bristol West with 56,718 votes being ignored (either votes cast for a losing candidate or surplus votes).

Full Council further notes:

5. That worldwide, FPTP systems inherited from colonial rule cause



the under-representation of minority groups, contributing to ethnic tensions and instability [1].

6. That no country using FPTP achieves greater than 40% female representation in parliament. [2]
7. That there is a statistically significant link between countries using proportional election systems and having lower levels of income inequality [3], and scoring more highly on the United Nations Index of Human Development [4].
8. That the Single Transferable Vote system is already used for local elections in Scotland, where it has led to an increase in turnout and voter confidence in the electoral process [5], and in both Northern Irish local elections and the Northern Ireland Assembly. Other proportional electoral systems are used to elect the devolved parliaments and assemblies in Scotland, Wales and London.
9. That support for proportional representation is official policy of the Green Party, the SNP and the Liberal Democrats; polling shows three quarters of Labour members want their party to campaign for it [6].

Full Council believes:

10. That a Parliament that more accurately reflects the views of the nation is more likely to develop an economic, social and environmental agenda that benefits Bristol's residents;
11. That enabling people to feel that their votes count would increase voter engagement and participation;
12. That a robust democracy must include a fair voting system and that nobody should be disenfranchised because of where they live.

Therefore, Full Council:

13. Applauds the many groups and organisations campaigning for fair votes including the Electoral Reform Society, Make Votes Matter and the Labour Campaign for PR;
14. Calls for the introduction of a proportional voting system
  1. for local elections in England and Wales;
  2. for Westminster elections;
15. Requests for Bristol to be allowed to pilot the holding of local elections under a proportional system.

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

16. Publicly support proportional representation for local elections in Bristol and as the national electoral system;
17. Inform local MPs and the media of this decision and work with them in support of this campaign;
18. Forward a copy of this motion to the Leaders of all political parties represented in the UK Parliament, and to all Bristol MPs.



Motion to be moved by: Cllr Eleanor Combley, Green Group

Date of submission: 21<sup>st</sup> December 2020

**Notes:**

[1] <http://aceproject.org/ero-en/topics/electoral-systems/Electoral%20Systems%20and%20the%20Protection%20and%20Participation%20of%20Minorities.pdf>

[2] <https://www.makevotesmatter.org.uk/equality>

[3] Birchfield, Vicki and Crepaz, Markus (1998). “The Impact of Constitutional Structures and Collective and Competitive Veto Points on Income Inequality in Industrialized Democracies.” European Journal of Political Research 34: 175-200.

[4] Carey, John M. and Hix, Simon (2009). “The Electoral Sweet Spot: Low-magnitude Proportional Electoral Systems.” PSPE Working Paper 01-2009. Department of Government, London School of Economics and Political Science, London, UK

[5] <https://www.electoralcommission.org.uk/who-we-are-and-what-we-do/elections-and-referendums/past-elections-and-referendums/scotland-local-council-elections/report-how-2017-scottish-local-elections-were-run>

[6] <https://www.makevotesmatter.org.uk/newsroom-2/2019/12/16/poll-three-quarters-of-labour-members-want-proportional-representation>

## **7. Mobilise community investments to tackle climate change**

**Full Council notes:**

1. That this council unanimously declared a climate emergency in November 2018 following a Green Motion to Council
2. The motion committed the city to achieve net zero carbon impact by 2030 and there are now 10 years left to this target date
3. The council has been progressing a package of low carbon opportunities called City Leap since May 2018. City Leap is still subject to a procurement process since a new process was started in 2020.
4. A new low risk model called Community Municipal Investments [CMI] has been developed by Leeds University and Abundance Investments platform with UK Government and EU support. This had the support of 4 local authorities including Bristol City Council. [1]
5. This concept is proven to mobilise local and other investment and channels local savings into local projects with low risk and a modest return to investors [2] and after the first issue further calls can be automated.

**Full Council believes:**

6. That offering local savers a way to support the city’s journey



to carbon neutrality mobilises community engagement in the process of change, attracts significant sums for named projects, and should be developed. 72% of people want to lend savings to help councils develop Climate Emergency Plans [3]

7. That offering security and a modest rate of interest through municipal bonds is an established way to develop local infrastructure [4]. This could complement other projects such as the successful Bristol Energy Cooperative.
8. That CMIs can help us develop a series of practical projects for a low carbon transition now in partnership with others which will be popular with local savers.
9. The Mayor should prioritise CMIs as part of the package of investments that will create positive economic opportunities and carbon neutrality while building community wealth.
10. Bristol should join the other 3 pioneers of CMI in developing local opportunities for local investors [e.g. 5]

Full Council resolves:

1. To call on the Mayor to begin development of Community Municipal Investments for the city.
2. That the Mayor promote CMI as a way residents and institutions can be engaged and actively involved in contributing to a zero carbon city.
3. To request officers to identify carbon saving projects suited to CMI investment in conjunction with city partners.

Motion to be moved by: Cllr Martin Fodor, Green Group

Date of submission: 21<sup>st</sup> December 2020

References:

- 1) The report supported by Bristol:  
<https://baumaninstitute.leeds.ac.uk/research/financing-for-society/>
- 2) Initial proposed interest rate is 1.2%. See: Your questions answered on Green Community Bonds | Abundance Blog  
<https://medium.abundanceinvestment.com/community-municipal-investments-your-questions-answered-25218ed4d2cb>
- 3) Survey by One Poll, 2020, cited by the Local Government Association.
- 4) [https://medium.abundanceinvestment.com/community-municipal-investments-the-new-option-for-your-low-risk-money-a9cc5d72e03a?source=post\\_internal\\_links-----1-----](https://medium.abundanceinvestment.com/community-municipal-investments-the-new-option-for-your-low-risk-money-a9cc5d72e03a?source=post_internal_links-----1-----)
- 5) These are: Leeds Council, Warrington, and West Berkshire. Eg Invest now: <https://info.westberks.gov.uk/wbcmi;>



<https://www.abundanceinvestment.com/invest-now/warrington-2025>

## 8. A Universal Basic Income Trial for Bristol

This council notes:

1. The drastic impacts of the Covid pandemic on employment and household incomes in the city;
2. The threat to income and employment from automation and artificial intelligence, which could affect a great many more jobs in future;
3. The impact of large scale temporary and precarious employment and zero hours contracts on household incomes;
4. The development of universal basic income (UBI) trials in other countries, which offer a non-means-tested sum paid by the state to cover the basic cost of living, which is paid to all citizens individually, regardless of employment status, wealth, or marital status, which has been widely debated in recent months;
5. That a trial of UBI was promised by the Labour party had the party won the last general election;
6. The resolutions of other local authorities including Sheffield, Birmingham, Lewes, and Brighton and Hove [with cross party support] calling for trials of UBI;
7. A network of Universal Basic Income Labs has been set up and works with local authorities across the UK developing UBI proposals to address problems such as poverty, inequality, discrimination and environmental damage, long-term and immediately, in relation to coronavirus. One is operating in Bristol. (1)
8. Birmingham City Council has issued a briefing on UBI (2)
9. UBI has been Green Party Policy since about 1973 and more recently taken up by other parties (3)

This council believes:

10. That the current benefit system is failing citizens, with Universal Credit causing hardship to many communities;
11. A UBI is the fairest, most effective way to mitigate the effects of coronavirus on people's incomes as it does not discriminate between employment status, caring responsibilities, age, or disability when providing basic support;
12. There is a danger of increasing numbers of people facing poverty as a result of the coronavirus crisis;
13. Testing a UBI is needed, as a UBI has the potential to help address key challenges such as inequality, poverty, precarious employment, loss of community, and breach of planetary boundaries through:
  - i. Giving employers a more flexible workforce whilst giving





- employees greater freedom to change their jobs;
  - ii. Valuing unpaid work, such as caring for family members and voluntary work;
  - iii. Removing the negative impacts of benefit sanctions and conditionality; and
  - iv. Giving people more equal resources within the family, workplace and society;
  - v. Breaking the link between work and consumption, thus helping reduce strain on the environment in line with the One City Climate Strategy;
  - vi. Enabling greater opportunities for people to work in community and cultural activities or to train or reskill in areas that will be needed to transition to a lower-carbon economy.
14. The success of a UBI pilot should not be measured only by impact upon take-up of paid work, but also the impact upon communities and what the people within them do, how they feel, and how they relate to others and the environment around them; and
15. Given its history of social innovation, wealth of expertise, and active networks across community, business and public services, Bristol is ideally placed to pilot a UBI.

This council calls on the Mayor to:

16. Send a joint letter with the other party leaders to the Secretary of State for Work and Pensions, the Chancellor of the Exchequer, the leader of the party in Government, their counterparts in all opposition political parties in parliament, and all local MPs, asking for a trial of Universal Basic Income in the city citing the above reasons.

Motion to be moved by: Martin Fodor, Green Group

Date submitted: 21<sup>st</sup> December 2020

References:

- 1) <https://www.facebook.com/UBILabBristol/> - see petition here: <https://actionnetwork.org/petitions/a-universal-basic-income-pilot-for-bristol/?fbclid=IwAR1ydKKxMUwr9DdFEL3o6Xt3UDEQYkXjQk8ZhxSADDfUQ2VIA4f7AMUTfGY>
- 2) <https://birmingham.cmis.uk/Birmingham/Document.ashx?czJKcaeAi5tUFL1DTL2UE4zNRBcoShgo=i61IWQjjqSLhwtZSe64GrO313wyLwckybn1CvFkjCoRP4xk%2BCozFQ%3D%3D&rUzwRPf%2BZ3zd4E7lkn8Lyw%3D%3D=pwRE6AGJFLDNlh225F5QMaQWcTPHwdhUfCZ%2FLUQzGA2uL5jNRG4jdQ%3D%3D&mCTIbCubSffXsDGW9lXnlG%3D%3D=hFfIUdN3100%3D&kCx1AnS9%2FpWZQ40DXFvdEw%3D%3D=hFfIUdN3100%3D&uJovDxwdjMPoYv%2BAJvYtyA%3D%3D=ctNJff55vVA%3D&FgPIIEJYlotS%2BYGoBi5oIA%3D%3D=NHdU>





[RQburHA%3D&d9Qjj0ag1Pd993jsyOJqFvmyB7X0CSQK=ctNJFf55vVA%3D&WGewmoAfeNR9xqBux0r1Q8Za60lavYmz=ctNJFf55vVA%3D&WGewmoAfeNQ16B2MHuCpMRKZMwaG1PaO=ctNJFf55vVA%3D](https://www.bristol247.com/opinion/your-say/otherpartieswillriudiculegreenpolicies/)

- 3) <https://www.bristol247.com/opinion/your-say/otherpartieswillriudiculegreenpolicies/>

## 9. Supporting In-House Security and Cleaning Staff

“This Council is concerned over the recent announcement to outsource security and cleaning staff to Bristol Waste. Such a proposal seems particularly insensitive and ill-judged given the contribution this cohort has made to keep the Authority’s main office buildings open and COVID compliant.

The timing of such a proposal will strike many as egregious at this moment given that it involves disposal of some of our lowest paid employees who have proven themselves to be absolutely key workers during the health crisis.

Council does not believe moving these people off payroll represents an acceptable way to reward such service. Moreover, Members have not been provided with sufficient information to properly evaluate whether or not any suggested financial savings merit or might justify such a controversial move.

Accordingly, Council calls on the Mayor to withdraw or remove this threat and provide an assurance that these workers will remain highly valued local government employees.”

Motion to be moved by: Councillor Richard Eddy, Conservative Group  
Date submitted: 21<sup>st</sup> December 2020

## 10. Growing Provision of allotments across the City

“This Council recognises the long established benefits derived from the provision of small agricultural holdings and allotments to individuals and families. These sites give people the chance to take productive exercise and grow cheap food but, also, are valued for other reasons such as providing educational opportunities, help to build communities and offer some protection to the local environment.

Council notes the commitment previously given by the Mayor to **‘have community gardens and allotments in every ward’** but is anxious to ensure that such rhetoric translates into action.



At present, the Authority has 497 vacancies with a waiting list of 5665 people. Council is concerned that much suitable land held by the Authority for this purpose is either underutilised or could be de-registered for development, ironically, when there is likely to be a growing desire and demand to maintain an allotment.

Accordingly, Council calls on the Mayor to pledge to preserve, protect and promote existing sites; to increase the size of this network; extend the number which are accorded (limited) ‘statutory’ protection under current legislation; and ensure that all those who want access to a plot, are able to do so.”

Motion to be moved by: Councillor Graham Morris, Conservative Group  
Date submitted: 21<sup>st</sup> December 2020

### **11. Enhanced Protection of the Green Belt**

“This Council welcomes the Government’s recent recognition of the public consultation which has been received to the first stage of its reform of the Planning system. Of particular importance is the proposed strengthening of the status afforded to the statutory Green Belt following the efforts of such bodies as the Campaign for the Protection of Rural England.

Council is especially pleased to learn of the increased emphasis placed on redevelopment of ‘brownfield’ and previously-used sites in urban centres, rather than ‘eating’ into our surrounding fields, farmland and countryside.

Partly in response to this announcement but also to reflect the substantial level of local opposition shown in public consultation, Council resolves to amend its draft Bristol Local Plan to delete the proposed de-registration of Green Belt protection within the South Bristol Link Road, in Bedminster Down and Highridge.

One practical consequence of this change will be the deletion of the proposed planned approval for the construction of 200 properties near Yew Tree Farm and 150 properties near Elsbert Drive.”

Motion to be moved by: Councillor Kevin Quartley, Conservative Group  
Date submitted: 21<sup>st</sup> December 2020

### **12. The government’s White Paper ‘Planning for the Future’**

This Council:



- appreciates the merit of the present hierarchy of planning in the UK. Where it works well the system allows for local neighbourhood plans and for consultation and engagement with the preparation of Local Plans and the Sub-Regional joint Spatial Plan
- accepts the need for such plans to be approved, and sometimes overruled, by central government to comply with overall national criteria
- acknowledges the necessity for certain infrastructure works to be subject to special Permitted Development rules where government restricts local consultation and democracy for strategic reasons
- recognises the value of transparency and fairness throughout the planning system so that citizens voices can be heard amid the wider assembly of guidance for the justification for new development and how this can or cannot be reasonably accommodated within suitable local policy frameworks formed from national guidance and approved for use by central government
- supports the high target it has set for new housebuilding in and around Bristol to sustain its local growth and is generally satisfied with the way it has administered the present planning system to approve a high percentage of developers planning applications.

Council further notes that the Government Planning White Paper ‘Planning for the Future’ dated 6<sup>th</sup> August 2020 proposes:

- Local Plans are to be produced under government direction and with targets set nationally, even extending to local areas
- that areas are to be classified as Growth, Renewal or Protected with designated Conservation Areas not automatically ‘protected’.
- No planning consent will be required in Growth areas and only minimal checks will be required in Renewal areas.
- Domestic houses will be allowed up to two storey extensions with no approvals or objection from neighbours
- local planning committees will be effectively abolished or rendered toothless so inappropriate siting, quality, design and other impacts will no longer be capable of challenge
- buildings can be removed and replaced with poor quality housing without checks on reasonable space standards or even natural light so sanctioning worsening public health for volume housing and the creation of ‘modern slums’ \*
- The present overall development tax, the Community Infrastructure Levy (CIL) is to be nationally restructured so that it no longer reflects a locally-fair contribution; the individual development mitigation arrangements (S106), are to be



abolished.

- no alternative is indicated to replace the affordable housing (currently 26,800 nationally or 50% of the affordable housing built last year) which was achieved through S106 arrangements, that are to be abandoned
- the size of development that requires a proportion of affordable housing is to be downgraded from 10 to 50 units which will seriously reduce the best source of essential affordable housing

Council regrets:

- the proposals do not address the fundamental acknowledged blocks, stemming from land valuation, finance and tenure limitations, particularly prevalent in the UK, to increasing the supply of housing, particularly affordable housing
- the government's belief that the planning system is the cause of delay in building new housing whereas instead it is the way that housebuilding is financed within this country that encourages developers to use planning permissions as a means of adding value over time
- the proposals restrict rather than enhance the present opportunities to provide much-needed affordable housing of an acceptable standard
- there is no acknowledgement, or attempt to resolve, the 'log-jam' to building which is the hoarding of planning permissions by developers due to the unrealistic relationship of land price to sales value and the reluctance of financiers to embrace large-scale rented development
- the escalation in Permitted Development Rights with its removal of sensible controls and enforcement over development that has already exposed poor quality and reduced numbers of affordable housing
- the proposals presage a very different relationship across the country between local and national government and a compact with the people with a clear loss of local and regional democracy
- this democracy and community support built in to the present system is being sacrificed because of a misapprehension that the current seven year cycle of Local Plans, derived from government timetables, is a block to development rather than a constantly evolving resource
- the proposals ignore the hard-to-improve results from the system at present: 90% of all developments are approved within the current planning system; 65% of refusals that go to appeal are turned down by the inspector
- nationally 1, 000, 000 homes granted planning permission in the last 10 years are still unbuilt despite, in some cases, having been required to be resubmitted for approval three times. This is twice the five years quoted by the Minister as the delay caused by the



planning system “to getting a spade in the ground”

- The proposals make no attempt to address this virtually automatic serial re-approval with no penalty or requirement to complete the permitted development within the period of the permission
- the Local Government Association, the Town and Country Planning Association, the Royal Town Planning Institute, the Royal Institute of British Architects should all have seen the need to condemn the proposals

Council resolves to request the Mayor:

- to make early representations to government along with other members of the Core Cities Group and fellow planning authorities within WECA, leading the way for other councils around the country expressing concerns about the removal of local democratic control promised by previous governments as part of the benefits of adopting a mayoral system
- to instruct officers to prepare a strong response to the consultation across the areas of governance, democracy, local knowledge, quality control and reduction in affordable housing delivered, and any others that become apparent during this process
- to advertise the consultation and invite representations from the Bristol public to the government
- to strive to maintain the consensus within this council to explore creative opportunities for maximising the delivery of sustainable housing, independently and with others, affordable by all our citizens whatever their need and circumstance.

Notes: \* a government commissioned study published in July 2020 (carried out by University College, London and the University of Liverpool) has shown that poorer quality homes are being created from Permitted Development than through the existing planning system. They are less likely to achieve national space standards, are more likely to be deficient with natural daylight

Motion to be moved by: Cllr. Anthony Negus, LibDem Councillor

Date Submitted: 26<sup>th</sup> November 2020

### **13. New Secondary School in Knowle**

Secondary School places in South Bristol are in short supply and the situation will get worse over the next couple of years. The problem becomes even more challenging as the public transport is woeful and travelling from Knowle to Brislington or Bedminster Down is very



challenging for pupils.

After gap of 20 years with no secondary provision in the area, we now have a solution with the new school being built on part of the old Merrywood School site. The other part of the site will be given over to a great new community facility costing around £6M

This Council thanks the trustees of “The Park” Local Opportunity Centre for doing such a great job of providing community facilities over the last 20 years on the old school site and working so hard on the imaginative new plan.

Government, Oasis, funders and the community are to be thanked also and we must recognise that Officers and Cabinet Members gave full backing to this scheme (despite a couple of frankly silly objections).

This Council asks for one further contribution, with the present timetable a couple of the most critical years will not benefit from the new school. We ask that the school is set up earlier in temporary accommodation from September 2021.

Council notes that the site is, unlike the Temple Meads new site, large and open and that the failure of the plans for early opening at Temple Meads will put even more pressure on numbers over the next 2 years in East and South Bristol.

Motion to be moved by: Cllr Gary Hopkins, Knowle Ward (Lib Dem)

Date of submission: 26<sup>th</sup> November 2020

#### **14. No Supermarkets Compact**

This Council notes that retail and distribution workers have been at the front line of the Covid-19 crisis, facing a high-pressured environment and that supermarkets have made many adaptations to keep the city running during the lockdown. This commitment and innovation could be extended to deliver greater permanent benefits.

The Council notes a number of challenges within the retail and distribution sector that hamper the city’s sustainability aspirations. These challenges include, but not exclusively:

- extensive usage of a wide range of packaging materials
- continuing use of materials, particularly plastics, with poor recycling outcomes
- excessive levels of wastage, particularly of food
- increasing heavy vehicular distribution-miles, both cross-countries



and within the city

The Council regrets that it lacks the regulatory powers to control the negative outcomes from some large commercial organisations in the city and the resources required to resolve and mitigate some of these issues. This Council notes the announcements and actions by more conscientious firms to address some of these issues to reduce their costs and be more responsible.

This Council notes the unacceptable level of food poverty in our city.

This Council notes the increasing challenges around goods delivery vehicles in our city and the use of freight consolidation which is attempting to reduce the volume of traffic and improve air quality.

This Council notes that a successful plan to deliver carbon neutrality by 2030 will require committed leadership to inspire common purpose in everyone and across all groups in our city

This Council notes that much customer packaging places volume and disposal demands on the city's waste services, while their bulk packaging is also unsustainable though disposed through commercial operators.

This Council notes that a proposal to address these issues is supported by research and a dossier of detailed responses from all of the eight major supermarkets, which has been prepared by a BCC scrutiny committee and was commended by a committee of the Core Cities team.

The Council resolves to thank our retail and distribution workers.

A focused and co-operative approach might deliver multiple benefits, including a:

- reduction in the use of plastic
- reduction in food waste
- reduction in delivery-miles
- rewarding sustainable practice
- getting out our sustainability message through big players to the shopping public
- tackling at source some resulting issues currently funded through the public purse

The Council resolves to set up a working group to engage with key stakeholders, including supermarkets, councillors and trade unions, to resolve these challenges.

Council therefore resolves to launch the first core-city co-operative initiative of its kind:

Council resolves that this working group will explore a Supermarkets Charter with the major chains in Bristol where the City council sets a small number of key criteria that will benefit the city and promotes a 'Kitemark' - type scheme awarding recognition as each is achieved. This would recognise good practice in a competitive market increasingly sensitive to improving sustainability, and enable customers to make





informed choices, with the ‘Kitemark’ displayed on their premises and promotional literature.

Such a scheme would be a simple and highly visible way of advancing our sustainability ambitions. It would be co-operative, competitive and catalytic while fair and sustainable. It would be a cost-effective way for this city to offer mutual solutions to long-standing common problems. It would be a bold advance in the crucial community engagement measures to deliver real-life sustainability, closer to source. We request the Mayor to take this forward through the most appropriate structures.

Motion to be presented by: Cllr. Anthony Negus (Cotham, LibDem councillor)

Submitted: 26<sup>th</sup> November 2020

## 15. Air Pollution Motion to Full Council

### Full Council notes that:

The death of nine year old Ella Kissa-Debrah in London has been directly linked to air pollution by a coroner’s inquest, the first ruling of its kind in the UK. She was exposed to excessive nitrogen dioxide levels in excess of EU and national guidelines, and particulate levels above World Health Organisation guidelines, principally as a result of vehicle emissions. In a report investigating her death, it was found there was a “real prospect that without unlawful levels of air pollution, Ella would not have died”.

### Full Council believes that:

UK cities’ clean air policies must now change urgently in response to this, to ensure that children and others vulnerable to poor air quality are saved from premature death. Cities have a massive role to play in this and Bristol can lead the way with innovative approaches.

The Council’s Clean Air Zone is one such step forward, and Bristol has opportunities to put in place an effective and innovative plan to reduce emissions from vehicles. Legal compliance should be the minimum aim of this scheme and the Council should press for Bristol to lead the way in bringing our air to healthy levels that are safe for children living in congested areas in both the short and long term.

### Full Council:

- Expresses sympathy with the family of Ella, and of those that have lost loved ones due to air pollution-related deaths;
- agrees with the Mayor of London’s view that this represents a ‘landmark moment’ and highlights how air pollution is now a major





public health issue and should be treated with the highest priority by all cities across the UK;

- Notes the Mayor’s and Council’s commendable work in this area, through the pedestrianisation of the Old City, the consultation on a Clean Air Zone, investment in electric vehicle charging points, and the unprecedented investment in active travel.
- Notes that reaching both our air quality and carbon emissions is considerably more difficult in the absence of a mass transit scheme, and Full Council reiterates its support for one.
- Calls on the Mayor and Cabinet member to push for stronger measures to improve air quality in Bristol, backed up with financial assistance from the Government to implement these measures.
- Call on Government to give Bristol the powers and resources to implement measures that may include, but are not limited to, enforcing bans on wood-burners, and the banning of burning garden waste at inner-city allotments.
- Calls on both the Mayor and national Government to explore innovative ways to improve our air quality in Bristol.

Motion to be presented by: Cllr. Wellington, Labour Group  
Submitted: 26<sup>th</sup> November 2020

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Signed



Proper Officer  
Thursday, 31 December 2020



## Public Information Sheet

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

You can find papers for all our meetings on our website at <https://www.bristol.gov.uk/council-meetings>

### Covid-19: changes to how we hold public meetings

Following changes to government rules, we will use video conferencing to hold all public meetings, including Cabinet, Full Council, regulatory meetings (where planning and licensing decisions are made) and scrutiny.

Councillors will take decisions remotely and the meetings will be broadcast live on YouTube.

Members of the public who wish to present their public forum in person during the video conference must register their interest by giving at least two clear working days' notice to Democratic Services of the request. To take part in the meeting, you will be required to register for a Zoom account, so that Democratic Services is able to match your named Zoom account to your public forum submission, and send you the password protected link and the instructions required to join the Zoom meeting to make your statement or ask your supplementary question(s).

**As part of our security arrangements, please note that we will not permit access to the meeting if your Zoom credentials do not match your public forum submission credentials. This is in the interests of helping to ensure a safe meeting environment for all attending or observing proceedings via a live broadcast.**

Please note: Members of the public may only be invited into the meeting for the duration of their submission and then be removed to permit the next public forum participant to speak.

### Changes to Public Forum

Petitions, Statements and Questions must be about a matter the Council has responsibility for or which directly affects the city. For further information about procedure rules please refer to our Constitution <https://www.bristol.gov.uk/how-council-decisions-are-made/constitution>

Your statement or question will be sent to the Committee Members and will be published on the Council's website before the meeting. Please send it to [democratic.services@bristol.gov.uk](mailto:democratic.services@bristol.gov.uk). The following requirements apply:

**There is a limited amount of time available at the start of the meeting for the public forum section of the meeting, which is the point in the meeting where petitions and statements will be taken.**

In chairing the part of the meeting dealing with statements, within the time constraints, the Lord Mayor will try to allow as many statements as possible to be presented (where individuals wish to do this), covering as many topics as possible. Inevitably though, depending on the number of statements received in total, there may not always be sufficient time available to enable everyone to present their statements.



### **Petitions from members of the public**

- Petitions will be presented to the Council first.
- Petitions must include name, address and details for the wording of the petition.
- The person presenting a petition will be asked to read out the objectives of the petition with one minute allowed.
- A written reply will be provided to the lead petitioner within 10 working days of the Full Council meeting.

### **Statements**

- Statements should be received no later than **12.00 noon on the working day before the meeting**.
- There can be one statement per person and subject to overall time constraints, a maximum of one minute is allocated for presentation.
- Any statement submitted should be no longer than one side of A4 paper.
- For copyright reasons, we are unable to reproduce or publish newspaper or magazine articles that may be attached to statements.

### **Questions**

- Questions should be received no later than **three clear working days before the meeting**.
- A maximum of two written questions per person can be submitted.
- At the meeting, a maximum of one supplementary question may be asked, arising directly out of the original question or reply.
- **Your intention to attend the meeting to speak must be received no later than two clear working days in advance. The meeting agenda will clearly state the relevant public forum deadlines.**

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

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

### **During the meeting:**

- There will be no debate on public forum statements or petitions.
- Public Forum will be circulated to the Committee members prior to the meeting and published on the website.
- If you have arranged with Democratic Services to attend the meeting to present your statement or ask a question(s), you should log into Zoom and use the meeting link provided which will admit you to the waiting room.
- The Chair will call each submission in turn and you will be invited into the meeting. When you are invited to speak, please make sure that your presentation focuses on the key issues that you would like Members to consider. This will have the greatest impact.
- Your time allocation may have to be strictly limited if there are a lot of submissions. **This may be as short as one minute, and you be muted if you exceed your allotted time.**



- If there are a large number of submissions on one matter, a representative may be requested to speak on the group's behalf.
- If you do not attend the meeting at which your public forum submission is being taken your statement will be noted by Members.

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

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

### Webcasting/ Recording of meetings

Members of the public attending meetings or taking part in Public forum are advised that all virtual public meetings including Full Council and Cabinet meetings are now broadcast live via the council's [webcasting pages](#). The whole of the meeting will be broadcast (except where there are confidential or exempt items).

### Other formats and languages and assistance for those with hearing impairment

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



## Bristol City Council Minutes of the Full Council

8 December 2020 at 2.00 pm



### Members Present:-

**Councillors:** Mayor Marvin Rees, Donald Alexander, Lesley Alexander, Nicola Beech, Nicola Bowden-Jones, Mark Brain, Tom Brook, Fabian Breckels, Tony Carey, Craig Cheney, Barry Clark, Jos Clark, Stephen Clarke, Harriet Clough, Eleanor Combley, Asher Craig, Chris Davies, Mike Davies, Carla Denyer, Kye Dudd, Richard Eddy, 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, Anna Keen, Tim Kent, Sultan Khan, Gill Kirk, Cleo Lake, Jeff Lovell, Brenda Massey, Olly Mead, Graham Morris, Anthony Negus, Paula O'Rourke, Steve Pearce, Celia Phipps, Ruth Pickersgill, Kevin Quartley, Liz Radford, Tim Rippington, Jo Sergeant, Afzal Shah, Steve Smith, Clive Stevens, Jerome Thomas, Mhairi Threlfall, Estella Tincknell, Jon Wellington, Mark Weston, Lucy Whittle, Chris Windows and Mark Wright

### 1. Welcome and Introductions

The Lord Mayor welcomed all attendees to the meeting.

### 2. Apologies for Absence

Apologies for absence were received from Councillors Bolton, Bradshaw, English, Jones and Melias.

### 3. Declarations of Interest

Councillor Brain declared an interest in item 13, the golden motion.

Councillors Breckels, Gollop, Stevens and Thomas declared interests in item 13, the silver motion.

### 4. Minutes of the Previous Meeting

With reference to the minutes of the 25th November it was noted that there was an error in the text. The minutes have been corrected to state that Councillor Hickman seconded the amendment, not the motion.



On the motion of the Lord Mayor, seconded by Councillor Kent, and subject to that alteration it was

**RESOLVED:**

**That the minutes of the meeting of the Full Council held on the 10<sup>th</sup> and 25<sup>th</sup> November 2020 be confirmed as correct record and signed by the Lord Mayor.**

**5. Lord Mayor's Business**

A minutes silence was observed as a mark of respect for those who sadly lost their lives in the incident at Avonmouth on the 3<sup>rd</sup> December.

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

**Public petitions:**

There were two public petitions received which were referred to the Mayor for his consideration and response.

Ref No	Name	Title
PP01	Ramesh Pitla	Changes to CAF for Secondary School Admissions in September, 2021, 83 signatures
PP02	Martin Cordey	Say No to the Mow! Let Nature thrive, reduce cutting of verges and grass in open spaces, 2511 signatures

PP02 was presented by Councillor Carla Denyer on behalf of the organiser.

**Public statements:**

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

Ref No	Name	Title
PS01	David & Roni Pullen	Cladding motion
PS02	Christopher Allen	Cladding motion
PS03	Guy Wilson	Cladding motion
PS04	Oxana Burova	Cladding motion
PS05	Ashley Burgess	Cladding motion
PS06	Hamish Paterson	Cladding motion
PS07	David Mair	Cladding motion
PS08	Claire Paterson	Cladding motion
PS09	James Newcome	Cladding motion
PS10	Marianne Constans	Cladding motion
PS11	Kate Gadsden	Bristol Airport expansion



PS12	Graham Bultitude	Cladding motion
PS13	George Oakenfold	Bristol Airport expansion
PS14	Alastair Sawday	Bristol Airport expansion
PS15	Clive Weston	Bristol Airport expansion
PS16	Fraser Jamieson	Cladding motion
PS17	Catherine Kemplay	Bristol Airport expansion
PS18	Jill Coleman	Bristol Airport expansion
PS19	Tony Walmsley	Cladding motion
PS20	David Redgewell, SWTN & RF	WECA – North Somerset
PS21	Sarah Keown	Bristol Airport expansion
PS22	Suzannah Marshall-Smith	Cladding motion
PS23	Glenys Smith	Bristol Airport expansion
PS24	Jon Hewitt	Bristol Airport expansion
PS25	Isabella Harding	Bristol Airport expansion
PS26	Paul Hatchwell	Cladding motion
PS27	Yasmine Collins	Cladding motion
PS28	Richard Nicholas	Cladding motion
PS29	Alex Hartley	Cladding motion
PS30	Richard Matthews	Bristol Airport expansion
PS31	Isobel Clark	Bristol Airport expansion
PS32	Mary Collett	Bristol Airport expansion
PS33	Richard Hancock	Verges and wildlife
PS34	Tarisha Finnegan-Clarke	Bristol Airport expansion
PS35	Fenella Brotherwood	Bristol Airport expansion
PS36	Simon Omiotek	Bristol Airport expansion
PS37	Jill Tarlton	Bristol Airport expansion
PS38	Nikki Jones	Bristol Airport expansion
PS39	Kingsley Belton	Bristol Airport expansion
PS40	Janet Thumim	Bristol Airport expansion
PS41	Gill Phillips	Bristol Airport expansion
PS42	Arne Ringer	Bristol Airport expansion
PS43	Brian Piper	Bristol Airport expansion
PS44	Deasy Bamford	Bristol Airport expansion
PS45	Laura Norton	Bristol Airport expansion
PS46	Martin Phillips	Bristol Airport expansion
PS47	Constance Piper	Bristol Airport expansion
PS48	Bob Langton	Bristol Airport expansion
PS49	Sue Poole	Bristol Airport expansion
PS50	John Walters	Bristol Airport expansion
PS51	Rob Bryher	Bristol Airport expansion
PS52	Andy Parsons	Bristol Airport expansion
PS53	Katherine Piper	Bristol Airport expansion
PS54	David Clegg, Sustainable Clevedon	Bristol Airport expansion





PS55	Dr. Diana Warner	Bristol Airport expansion
PS56	Charlie Low	Bristol Airport expansion
PS57	Kiki Chatziantoniou	Cladding motion
PS58	Hazel Morfett	Bristol Airport expansion
PS59	Lucy Cooper	Bristol Airport expansion
PS60	Katy Grant	Mardkye Steps in Cliftonwood
PS61	Alexandra Geddis	Bristol Airport expansion
PS62	Zoe Michelle	Cladding motion
PS63	Sue Ryall	Bristol Airport expansion
PS64	Hannah Phillips	Bristol Airport expansion
PS65	Chandra Wilby	Verges and wildlife
PS66	Jane Richards	Bristol Airport expansion
PS67	Barbara Kenney	Bristol Airport expansion
PS68	Mavis Zutshi	Bristol Airport expansion
PS69	Dr Caroline New	Bristol Airport expansion
PS70	Committee for Friends of Royate Hill Local Nature Reserve	Verges and wildlife
PS71	Janet Jones	Bristol Airport expansion
PS72	David Acland	Bristol Airport expansion
PS73	Raphael Sibille	Verges and wildlife
PS74	Thebe Ringner	Bristol Airport expansion
PS75	Hugh Purvis	Ecological Emergency Strategy
PS76	Jacqueline Walkden	Bristol Airport expansion
PS77	Tony Jones	Bristol Airport expansion
PS78	Bristol Rewilding Group	Verges and wildlife
PS79	Michelle Lee Barker	Verges and wildlife
PS80	Narrowways Trustees	Verges and wildlife
PS81	Lisa Stone	Verges and wildlife
PS82	Chris Bayliss	mowing policy in Greenbank cemetery
PS83	Ross Stanley	Bristol Airport expansion
PS84	Kathryn Jeffs	Verges and wildlife
PS85	Richard Pedler	Verges and wildlife
PS86	Sara Cech-Lucs	Verges and wildlife
PS87	Simon Oliver	Bristol Airport expansion
PS88	Viv Perry	Bristol Airport expansion
PS89	Sue Crimlisk	Bristol Airport expansion
PS90	Mark Usher	Bristol Airport expansion
PS91	Sarah Shorter	Bristol Airport expansion
PS92	Dr Tessa Cook	Bristol Airport expansion
PS93	Harry Mac	Ecological Emergency Strategy
PS94	Nikki Waldron	Verges
PS95	Bob Helson	Verges
PS96	Rory Peliza	Bristol Airport expansion
PS97	Laurie Gibbs	Bristol Airport expansion





PS98	Sally Martin	Mowing
PS99	Delphine Holman	No Mow
PS100	Rosemary Collins	Bristol Airport expansion
PS101	Andrew Kinny	Cladding motion
PS102	Rosie Jackson	Verges and wildlife
PS103	Sara Jackson	Verges and wildlife
PS104	Revd Sue Parfitt	Bristol Airport expansion
PS105	James Collett	Bristol Airport expansion
PS106	Trish Mensah	Verges and wildlife
PS107	Catherine Bartlett	Bristol Airport expansion
PS108	Anna Spencer	Verges and wildlife
PS109	Gareth Williams	Bristol Airport expansion
PS110	Jackie King	Ecological Emergency Strategy
PS111	Jane Smith	Verges and wildlife
PS112	Keith Young	Speeding Newbridge Rd
PS113	Ian and Angela Curnock	Cladding motion
PS114	Mel Cairns	Bristol Airport expansion
PS115	Xeena Cooper	Bristol Airport expansion
PS116	Michael Howard	Verges and wildlife
PS117	Lynn Parfitt	Verges and wildlife
PS118	Steve Carpenter	Cladding motion
PS119	Breda Kingston	Bristol Airport expansion
PS120	Margaret Gorely	Cladding motion
PS121	Katy Spencer	Bristol Airport expansion
PS122	Bristol Disabled Equalities Forum	Bristol Transport
PS123	Karen Norman	Newbridge Road / Wick Road, Issue of Speeding Vehicles
PS124	Ben Anthony	Bristol Airport expansion
PS125	Dawn McGhee	Bristol Airport expansion
PS126	Sarah Cemlyn	Bristol Airport expansion
PS127	Oliver Lax	Bristol Airport expansion
PS128	Maggie Singham, Anna Richardson and Tamsin Richardson	Bristol Airport expansion
PS129	Steph Pike	Cladding motion
PS130	Nick Lewis	Bristol Airport expansion
PS131	Imassiah	Verges and wildlife
PS132	Rosie A	Bristol Airport expansion
PS133	Bridget Page	Bristol Airport expansion
PS134	Richard Lancaster	Bristol Airport expansion
PS135	CLlr Sarah Warren	Bristol Airport expansion
PS136	Robina Mallett	Bristol Airport expansion
PS137	Fraser Bridgeford , Bristol Cladding Action Group	Cladding motion



PS138	Eleri Davids	Cladding motion
PS139	Jane and Byron Thomas	Cladding motion
PS140	Margaret Boushel	Bristol Airport expansion
PS141	Henry Palmer	Cladding motion
PS142	Maggie Moss	Verges and wildlife
PS143	Peter Hughes	Bristol Airport expansion
PS144	Dr Rachel Lunnon	Bristol Airport expansion
PS145	Michael Page	Bristol Airport expansion
PS146	Winnie Love	Bristol Airport expansion
PS147	Kristin Payne	Cladding motion
PS148	Helen Struthers	Bristol Airport expansion
PS149	Mohamed Makawi	Return bus number 9 to service in Cotham & Redland
PS150	Keith G. Pearson	Cladding motion
PS151	Richard Baxter	Bristol Airport expansion
PS152	Dr Jonathan Wood	Bristol Airport expansion
PS153	Tim Morris, Unite Regional Officer	Bristol Airport expansion
PS154	Katharine Wale	Verges and wildlife
PS155	Ann Carrington	Verges and wildlife
PS156	Barbara Perks	Verges and wildlife

Within the time available, statements PS15, PS20, PS29, PS34, PS51, PS61, PS68, PS69, PS71, PS76 and PS135 were presented by individuals present at the meeting.

#### Public Questions:

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

Ref No	Name	Title
PQ01	Eileen Means	Cladding in Bristol
PQ02	Alex Hartley	#EndOurCladdingScandal campaign
PQ03	Suzanne Audrey	WECA amended motion
PQ04	Suzanne Audrey	Jubilee Pool motion September 2020
PQ05	Steven Smith	Bristol Airport Expansion
PQ06 & PQ07	Robin Nash	Cladding
PQ08	Jackie Head	Bristol Airport Expansion
PQ09	Jonathan Hucker	Scotland Lane
PQ10 & PQ11	Anne Lemon	Bristol Airport Expansion
PQ12 & PQ13	David Redgewell	Membership of North Somerset within WECA
PQ14 & PQ15	Dennis Gornall, Hotwells and Cliftonwood Community Association	The Mardyke Steps



PQ16	Tom Bosanquet	St Lukes Road
PQ17	Barry Cash	Bristol Bridge
PQ18	Ed Plowden	St Luke's Road Windmill Hill
PQ19	Tom Phipps	Bristol South Swimming Pool, Dean Lane Southville
PQ20	Heather Mack	Loss of green space for Bonnington Road development
PQ21	Emma Edwards	The Expansion of Bristol Airport
PQ22	Richard Baxter	Bristol Airport Expansion

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

## 7. Petitions Notified by Councillors

There were none.

## 8. Equality and Inclusion Policy Strategy 2018-2023 refresh

The Full Council considered the refreshed Equality and Inclusion Policy Strategy 2018-2023.

Councillor Asher Craig moved the report and the recommendations contained therein.

Councillor Johnson seconded the report.

Following debate, it was

### **RESOLVED:**

**Full Council approved the updated Equality and Inclusion Policy 2018 – 2023 as part of the council's annual review of the policy.**

## 9. Treasury Management mid year report 2020-2021

The Full Council considered a report which presented the Mid-Year Treasury Management report for 2020-2021.

Councillor Cheney moved the report and the recommendations contained therein.

Following debate, it was:

### **RESOLVED:**

**That the Mid-Year Treasury Management Report for 2020-2021 be noted.**



## 10. Council Tax Base Report

The Full Council considered a report which set out, in line with regulations, the amount calculated by Bristol City Council as its Council Tax base for the financial year 2021-2022. The report presented had been updated following the spending review announced on 25<sup>th</sup> November 2020.

Councillor Cheney moved the report and the recommendations contained therein.

Councillor Alexander seconded the report.

Following debate is 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 2021/22 shall be 127,950**

## 11. Collection Fund Report

The Full Council considered a report which presented the Collection Fund Surplus at 31 March 2021 on the Council tax and Non-Domestic Rates (NDR) elements of the Collection Fund.

Councillor Cheney moved the report and the recommendations contained therein.

Councillor Hickman seconded the report.

Following debate, it was:

### **RESOLVED:**

- 1. That an estimated deficit at 31 March 2021 on the Council Tax element of the Collection Fund, net of grants, of £5.574m be declared for 2020/21 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 2020/21 precepts on the Collection Fund.**
- 2. That an estimated deficit at 31 March 2021 on the Non-Domestic Rates (NDR) element of the Collection Fund, net of grants, of £8.569m be declared for 2020/21 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 2020/21: Bristol 94%, WECA 4%, Avon Fire and Rescue Service 1%).**



## 12. Lord Mayor's Protocol

The Full Council considered a report which set out the proposed Lord Mayor's Protocol for publication within the Constitution. The Protocol would formalise the current arrangements relating to the Lord Mayor.

Deputy Lord Mayor Councillor Carole Johnson seconded the report.

There was no debate and it was

### **RESOLVED:**

**That Full Council adopts the Lord Mayor's Protocol for publication within the Constitution.**

## 13. Motions

There was a short adjournment.

### **Motion 1: Protect the Next Generation – Stop Bristol Airport Expansion**

Councillor Thomas moved the following motion:

Full Council notes that:

- Bristol City Council has led the way in declaring climate and ecological emergencies.
- The proposed expansion of Bristol Airport is one of the biggest carbon decisions in the region for the coming decade.

Full Council:

- Opposes the proposed expansion of Bristol Airport.
- Calls on Bristol's Mayor to publicly oppose the proposed expansion and write to the planning inspector hearing the appeal to formally object to the airport's expansion plans.

### Background Notes

The proposed expansion of Bristol Airport is the biggest carbon decision in the region for the coming decade. By way of context, the internal carbon emissions of Bristol (Scope 1 and 2) are 1.6 million tonnes per year. The growth in carbon emissions from the proposed airport expansion is around 1 million tonnes per year, which is over 50% of Bristol's current carbon emissions (1). Although Bristol City Council has declared climate and ecological emergencies, Bristol's Mayor previously declared his support for the expansion (2) and lodged a letter of support in the original planning application.

Airport expansion has never been discussed or voted on by Bristol's councillors.



The airport submitted plans to expand in 2018 which were turned down in Feb 2020; they have now appealed against this refusal. Their plans would mean an extra 23,600 flights per year and two million passengers a year (as well as an extra 10,000 car movements a day and a multi-storey car park on green belt land).

Although the Bristol Mayor and Bristol City Council are not the decision makers they are important voices in this decision making process and any objection they make to these plans could make a real difference to the outcome of the appeal.

#### References:

<https://www.isonomia.co.uk/just-plane-wrong-bristol-airports-expansion-application/>

<https://thebristolmayor.com/2018/11/01/up-up-and-away-2/>

The motion was seconded by Councillor Stephen Clarke.

Councillor Dudd then moved the following amendment:

‘That the motion be amended to read as follows:

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

- Bristol City Council has led the way in declaring climate and ecological emergencies.
- The proposed expansion of Bristol Airport is one of the biggest carbon decisions in the region for the coming decade, as it signals that growth in aviation travel can continue unabated.

#### **Full Council:**

- Acknowledges that airport expansion is incompatible with Bristol, the West of England and the region’s carbon reduction targets and therefore must not go ahead.
- Acknowledges that aviation is responsible for 3% of all carbon emissions worldwide, and that, critically, it is the only area where emissions are projected to increase.
- Understands that, in order to reduce the air miles travelled, which is essential, imposing a tax on aviation fuel and using other mechanisms to foster responsible air travel is essential, but also recognises that these powers are not within our remit.
- Recognises the negative environmental consequences of the expansion of Bristol Airport, and supports the North Somerset Planning Committee’s decision to reject the expansion plans, as there are other elements such as noise nuisance and loss of green belt land which are also unacceptable.
- Recognises Bristol Airport’s role as an employer in the region and recognises the need for a just transition to a greener economy – that does not leave workers worse-off – moving the economy away from polluting high carbon activities like flying to more sustainable forms of travel.
- Notes that promising developments have been made towards moving the aviation sector towards green technology, such as electric and hydrogen-powered planes, which would provide green jobs



in Bristol and the surrounding area. However, Council also notes that these technologies are many years away from implementation and that they need the accelerant of knowing that unabated expansion will not be allowed.

- Calls on the Mayor to lend his support to any Bristol City councillor that would like to write, individually or collectively, to the Planning Inspector hearing the appeal, asking them not to overturn the decision of North Somerset Council to reject airport expansion.

The amendment was seconded by Councillor Shah.

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

There was then a debate on the substantive motion on the table before the Lord Mayor invited Councillor Thomas, as mover of the original motion to speak.

Following final remarks, upon being put to the vote, the amended motion was CARRIED and it was

#### **RESOLVED:**

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

- **Bristol City Council has led the way in declaring climate and ecological emergencies.**
- **The proposed expansion of Bristol Airport is one of the biggest carbon decisions in the region for the coming decade, as it signals that growth in aviation travel can continue unabated.**

##### **Full Council:**

- **Acknowledges that airport expansion is incompatible with Bristol, the West of England and the region's carbon reduction targets and therefore must not go ahead.**
- **Acknowledges that aviation is responsible for 3% of all carbon emissions worldwide, and that, critically, it is the only area where emissions are projected to increase.**
- **Understands that, in order to reduce the air miles travelled, which is essential, imposing a tax on aviation fuel and using other mechanisms to foster responsible air travel is essential, but also recognises that these powers are not within our remit.**
- **Recognises the negative environmental consequences of the expansion of Bristol Airport, and supports the North Somerset Planning Committee's decision to reject the expansion plans, as there are other elements such as noise nuisance and loss of green belt land which are also unacceptable.**
- **Recognises Bristol Airport's role as an employer in the region and recognises the need for a just transition to a greener economy – that does not leave workers worse-off – moving the economy away from polluting high carbon activities like flying to more sustainable forms of travel.**





- **Notes that promising developments have been made towards moving the aviation sector towards green technology, such as electric and hydrogen-powered planes, which would provide green jobs in Bristol and the surrounding area. However, Council also notes that these technologies are many years away from implementation and that they need the accelerant of knowing that unabated expansion will not be allowed.**
- **Calls on the Mayor to lend his support to any Bristol City councillor that would like to write, individually or collectively, to the Planning Inspector hearing the appeal, asking them not to overturn the decision of North Somerset Council to reject airport expansion.**

It was then moved by the Lord Mayor that standing order CPR2.1(xi) be suspended to allow the meeting to go past the 30 minutes time limit for motions. Following a vote it was agreed to proceed for a further 20 minutes.

## **Motion 2: End our cladding and EWS1 scandal**

Councillor Wright moved the following altered motion:

### **Council notes that:**

- Following the human tragedy of the **2017 Grenfell Tower fire** taking 72 lives blamed on Aluminium Composite Material (ACM) cladding, this has rightfully led to a focus on fire safety in buildings across the country.
- The Government banned the use of all combustible materials on the walls of new high rises in November 2018 (MHCLG, Government bans combustible materials on high-rise homes, 29 November 2018) meaning the problem has now extended beyond ACM cladding to buildings decorated with other materials that could be flammable - including balconies, and wooden panels. However, it did not legislate for building owners to take action or provide sufficient compensation funds to cover all situations.
- In parallel, the Royal Institution of Chartered Surveyors (RICS) and the UK Council of Mortgage Lenders agreed the industry External Wall System fire review and certification process resulting in what is known as an EWS1 form. Only circa 300 professional fire safety engineers nationally are qualified to issue these - creating a bottleneck across the country including in Bristol.
- Without an EWS1 form, many lenders are now refusing to provide mortgages. As there is no Government legislation forcing owners to produce EWS1 forms or to take remedial action, many leaseholders are having to battle with owners whether their Local Authority, Housing Associations or private landlords. Remediation costs are also skyrocketing in the £100Ks and many owners are forcing this back on leaseholders via financially ruinous service charges – including impacting those in shared ownership.





- e. Subsequently, residents and leaseholders through no fault of their own are being left in potentially ruinous limbo unable to mortgage properties, re-mortgage and therefore unable to buy and sell. Additionally residents are living in fear in homes with no idea if they are safe. This is fundamentally holding up people's lives, costing our residents money they shouldn't have to pay and leaving a huge mental health impact.

**Council therefore calls on Cabinet to:**

- a. Sign up the Council to the End Our Cladding Scandal campaign: **endourcladdingscandal@gmail.com**.
- b. Support the Justice4Grenfell campaign and its efforts to hold those responsible for the approval of dangerous cladding and insulation material to account.
- c. Support the Fire Brigades' Union campaign to draw light to the issue of dangerous materials, and the work it is doing to campaign for safe building regulations.
- d. Lobby all private building owners and Housing Associations in Bristol to act immediately in remediating known issues and achieve EWS1 certification. Full Council Notes that the responsibility for the use of unsafe building materials lies with the freeholder, and will lobby the Government for stronger regulations to hold freeholders accountable for their buildings' safety.
- e. Investigate options for Bristol Council's Building Control team to upskill a dedicated team funded by freeholder applications to perform EWS1 assessments. The aim being to accelerate remediation and certification with a trusted partner. This may also have a longer term benefit to increasing job opportunities in Bristol.
- f. Encourage Councillors in wards particularly affected by buildings with potentially-unsafe cladding to advocate for residents increasing pressure on freeholders to provide EWS1 forms, to avoid any cost to their leaseholders.
- g. Provide a training scheme for Councillors so they can assist residents with all matters relating to EWS1 forms, such as lobbying building owners, and claiming Government funds to rectify their buildings, to the best of their abilities.
- h. Explore what Bristol City Council's Planning and Building Control team can do to withhold signing off pre-occupation planning conditions where the applicant has outstanding snagging or EWS1 certification issues in Bristol.
- i. Lobby and work with the MPs, MHCLG and the Mayor of Bristol to:
  - i. Devolve powers to Bristol Council in order to have jurisdiction over enforcing remediation of housing of all tenures and to obtain local control over the relevant compensation funds from the Government for Bristol so the Council can actively support affected residents in Bristol of all tenures.



ii. Adopt the sensible **recommendations of the Housing, Communities and Local Government Select Committee** that the EWS1 process could be reformed to urgently revise and implement a process (at no cost to leaseholders) that offers clarity to lenders, insurers and peace of mind for homeowners and buyers to re-instate re-mortgaging and property sales provided there is no immediate danger.

iii. Adopt the 10 asks of the **End Our Cladding Scandal campaign**.

Councillor Beech seconded the motion.

Following debate, upon being put to the vote, the altered motion was CARRIED

**RESOLVED:**

**Council notes that:**

- a. **Following the human tragedy of the 2017 Grenfell Tower fire taking 72 lives blamed on Aluminium Composite Material (ACM) cladding, this has rightfully led to a focus on fire safety in buildings across the country.**
- b. **The Government banned the use of all combustible materials on the walls of new high rises in November 2018 (MHCLG, Government bans combustible materials on high-rise homes, 29 November 2018) meaning the problem has now extended beyond ACM cladding to buildings decorated with other materials that could be flammable - including balconies, and wooden panels. However, it did not legislate for building owners to take action or provide sufficient compensation funds to cover all situations.**
- c. **In parallel, the Royal Institution of Chartered Surveyors (RICS) and the UK Council of Mortgage Lenders agreed the industry External Wall System fire review and certification process resulting in what is known as an EWS1 form. Only circa 300 professional fire safety engineers nationally are qualified to issue these - creating a bottleneck across the country including in Bristol.**
- d. **Without an EWS1 form, many lenders are now refusing to provide mortgages. As there is no Government legislation forcing owners to produce EWS1 forms or to take remedial action, many leaseholders are having to battle with owners whether their Local Authority, Housing Associations or private landlords. Remediation costs are also skyrocketing in the £100Ks and many owners are forcing this back on leaseholders via financially ruinous service charges – including impacting those in shared ownership.**
- e. **Subsequently, residents and leaseholders through no fault of their own are being left in potentially ruinous limbo unable to mortgage properties, re-mortgage and therefore unable to buy and sell. Additionally residents are living in fear in homes with no idea if they are safe. This is fundamentally holding up people's lives, costing our residents money they shouldn't have to pay and leaving a huge mental health impact.**



Council therefore calls on Cabinet to:

- a. **Sign up the Council to the End Our Cladding Scandal campaign: [endourcladdingscandal@gmail.com](mailto:endourcladdingscandal@gmail.com).**
- b. **Support the Justice4Grenfell campaign and its efforts to hold those responsible for the approval of dangerous cladding and insulation material to account.**
- c. **Support the Fire Brigades' Union campaign to draw light to the issue of dangerous materials, and the work it is doing to campaign for safe building regulations.**
- d. **Lobby all private building owners and Housing Associations in Bristol to act immediately in remediating known issues and achieve EWS1 certification. Full Council Notes that the responsibility for the use of unsafe building materials lies with the freeholder, and will lobby the Government for stronger regulations to hold freeholders accountable for their buildings' safety.**
- e. **Investigate options for Bristol Council's Building Control team to upskill a dedicated team funded by freeholder applications to perform EWS1 assessments. The aim being to accelerate remediation and certification with a trusted partner. This may also have a longer term benefit to increasing job opportunities in Bristol.**
- f. **Encourage Councillors in wards particularly affected by buildings with potentially-unsafe cladding to advocate for residents increasing pressure on freeholders to provide EWS1 forms, to avoid any cost to their leaseholders.**
- g. **Provide a training scheme for Councillors so they can assist residents with all matters relating to EWS1 forms, such as lobbying building owners, and claiming Government funds to rectify their buildings, to the best of their abilities.**
- h. **Explore what Bristol City Council's Planning and Building Control team can do to withhold signing off pre-occupation planning conditions where the applicant has outstanding snagging or EWS1 certification issues in Bristol.**
- i. **Lobby and work with the MPs, MHCLG and the Mayor of Bristol to:**
  - i. **Devolve powers to Bristol Council in order to have jurisdiction over enforcing remediation of housing of all tenures and to obtain local control over the relevant compensation funds from the Government for Bristol so the Council can actively support affected residents in Bristol of all tenures.**
  - ii. **Adopt the sensible recommendations of the Housing, Communities and Local Government Select Committee that the EWS1 process could be reformed to urgently revise and implement a process (at no cost to leaseholders) that offers clarity to lenders, insurers and peace of mind for**



**homeowners and buyers to re-instate re-mortgaging and property sales provided there is no immediate danger.**

**iii. Adopt the 10 asks of the End Our Cladding Scandal campaign.**

Meeting ended at 4.50 pm

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





# Full Council

12<sup>th</sup> January 2021

**Report of:** Chair of Audit Committee

**Title:** Audit Committee Half Year Report to Full Council

**Ward:** N/A

**Member Presenting Report:** Councillor Mark Brain – Chair of Audit Committee

## Recommendation

The Council accepts the report of the Audit Committee and notes the key areas the Committee is monitoring to support improvements required in internal control, risk management and governance. Full Council also note the areas for development identified by the Committee to enhance its effectiveness.

## Summary

The report provides early insight to the work of the Audit Committee during 2020/21 to date and highlights key areas identified from their work.

## The significant issues in the report are:

- The work of the Committee to date is included in Appendix 1 of the report at Appendix A
- Key issues being monitored by Audit Committee are included at section 2 of the report at Appendix A.
- Areas for improvement to enhance the Committee’s effectiveness are included in section 3 of the report at Appendix A including the Committees concern to ensure it has appropriate access to information at paragraph 3.2.



**Policy**

1. The Audit Committee's terms of reference are determined by Full Council. The City Council has a duty to ensure adequate and effective risk management, internal control and governance arrangements and the economy, efficiency and effectiveness of its activities. The Audit Committee has a key role in assessing the extent to which this responsibility is being met and advising the Council on the adequacy and effectiveness of these arrangements.

**Consultation**

2. **Internal**  
Audit Committee Members including independent members  
Internal Audit
3. **External**  
None

**Context**

4. The Committee is the primary means by which Full Council obtains assurance that governance, risk management and control systems are in place and effective. The Committee has previously provided an Annual Report to Full Council however in reviewing their effectiveness the Committee have determined that more timely half yearly updates are also provided.

**Proposal**

5. The Council accepts the report of the Audit Committee and notes the key areas identified in section two of the attached report. The Committee will continue to monitor to support improvement in these areas. Full Council also note the areas for development identified by the Committee to enhance its effectiveness.

**Other Options Considered**

6. N/A

**Risk Assessment**

7. The work of the Audit Committee mitigates against any failure by the Council to obtain independent assurance in relation to the governance processes underpinning :
  - an effective risk management framework and internal control environment
  - the effectiveness of financial and non-financial performance (to the extent it affects exposure to risk and poor internal control)
  - the Annual Governance Statement, and
  - the review and approval of the annual statement of accounts.

### **Summary of Equalities Impact of the Proposed Decision**

No equalities impact are relevant to this report

### **Legal and Resource Implications**

**Legal – N/A**

**Financial – N/A**

**Land – N/A**

**Personnel – N/A**

### **Appendices:**

Appendix A - Audit Committee Half Year Report to Full Council

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

#### **Background Papers:**

Audit Committee Papers 2020/21





# **BRISTOL CITY COUNCIL**

## **AUDIT COMMITTEE**

**Half Year Update to Full Council  
2020-21**

## 1. Introduction and Context:

- 1.1 The purpose of the Audit Committee is to provide independent assurance on the adequacy of the risk management framework, internal control environment and the integrity of the financial reporting and annual governance processes. It is the primary means by which Full Council obtains assurance that governance, risk management and control systems are in place and effective. The Audit Committee's responsibilities are additional and supportive to those of the Section 151 Officer.
- 1.2 This report provides details of the Committees work this year to date and highlights to Full Council key issues that require monitoring by or support from the Committee to engender improvements to the internal control, governance and risk management arrangements across the Council.
- 1.3 In addition, the Committee has reviewed its own operation and identified some measures that will enhance its own effectiveness going forward.

## 2. Key Issues

- 2.1 Details of the reports considered to date by the Committee are provided in Appendix 1. Key messages for Full Council from this work are:

Covid 19.	<p>The Covid 19 pandemic has impacted all areas of the Council with Internal Audit suspending its activities during the first quarter of the year to enable frontline services to focus on responding to the pandemic. Internal audit resources instead focused on key year end activities to support the organisation and critical assurance provision.</p> <p>Embedded assurance regarding the Council's response to the pandemic resulted in reasonable assurance that the Council had and continues to respond effectively to Covid 19.</p> <p>A programme of pre-payment fraud testing of government business support grants by internal audit has provided a level of protection from fraudulent applications whilst balancing that with the expedience with which grant support could be distributed to support businesses.</p> <p>A quarterly approach to audit planning is now being overseen by the Committee to ensure Internal Audit effort is focussed on areas of highest risk taking into account the current fast changing environment.</p>
Control Environment	<p>The Committee continues to monitor and support work undertaken by Internal Audit to enhance the Council's control environment. As such during its meetings, the Committee receives summaries of all audits with a 'no' or 'limited' assurance opinion with relevant Senior Responsible Officers attending to provide updates and answer any questions as appropriate.</p>
Significant Governance Issues	<p>The Committee contributed to the review of the 2019/20 Annual Governance Statement to ensure it was reflective of the Council's governance, risk management and internal control arrangements and identifies actions to improve where appropriate. The significant governance issues identified and included in the Statement are:</p> <ul style="list-style-type: none"><li>• Covid 19 in terms of the significant long term impact on delivery of the Council's objectives and challenges presented including the</li></ul>

	<p>financial sustainability of the Council.</p> <ul style="list-style-type: none"> <li>• Special Educational Needs and Disabilities (SEND) Practice and Procedure</li> <li>• Bristol Energy Sale</li> <li>• Equality, Diversity and Inclusion</li> </ul>
Whistleblowing Procedures.	The Committee will continue to monitor improvements to whistleblowing arrangements that should enhance their effectiveness going forward.
Risk Management	The Committee continues to monitor the development and maturity of the Council's risk management arrangements
Statement of Accounts	<p>The Committee has approved the 2018/19 Statement of Accounts. The accounts were reviewed by the Committee on a number of occasions as the external auditors work progressed. Post balance sheet events concerning Covid 19 and the decision made by Cabinet regarding Bristol Energy Company meant the accounts were signed in July 2020 following the committee's final review in June 2020.</p> <p>The Committee has also reviewed draft statements in respect of 2019/20.</p>

### 3. Audit Committee Effectiveness and Development

- 3.1 An appropriately skilled and effective Audit Committee is key to ensuring the council has a robust control and risk environment. Annually the Audit Committee review its own effectiveness and a recent exercise in October 2020 has resulted in identification of three key areas for improvement to enhance the Committee's effectiveness going forward:
- **Building Trust** in information provided by officers and in the political and governance arrangements of the Council.
  - **Accessing relevant information** to enable the Committee to effectively fulfil its terms of reference.
  - **Working with partner audit committees.** The Committee is keen to understand the landscape of partner organisations and the governance and assurance frameworks around them with a view to understanding where assurances can be shared between partners.
- 3.2 In addition, members of the Committee remain concerned to ensure all information required by the Committee to enable it to effectively fulfil its role is received going forward.
- 3.3 Improvement actions to support the Committee in enhancing its effectiveness are being developed by the Committee to support it in improving its effectiveness going forward.

## Reports Considered by Audit Committee During 2020/21 to date:

<b>Audit Committee</b>	
<b>Meeting Date</b>	<b>Papers Considered</b>
28 <sup>th</sup> May 2020	<ul style="list-style-type: none"> <li>• 2018/19 Annual Governance Statement Actions – Update</li> <li>• 2018/19 Statement of Accounts</li> <li>• 2018/19 External Audit ISA 260 Report</li> <li>• 2020/21 Internal Audit Annual Plan Review</li> <li>• Bristol Energy Company – Statement of Accounts</li> </ul>
29 <sup>th</sup> June 2020	<ul style="list-style-type: none"> <li>• Bristol Energy Governance and Accountability</li> <li>• 2018/19 Statement of Accounts</li> </ul>
30 <sup>th</sup> July 2020	<ul style="list-style-type: none"> <li>• Quarter 4 – Corporate Risk Report</li> <li>• 2019/20 Internal Audit Annual Report</li> <li>• 2019/20 Annual Fraud Report</li> <li>• 2019/20 Audit Committee Annual Report to Full Council</li> <li>• 2019/20 Draft Annual Governance Statement</li> <li>• 2019/20 Draft Statement of Accounts</li> <li>• 2019/20 External Audit Action Plan</li> <li>• 2019/20 External Audit Progress Report</li> <li>• Bristol Holding Company Audit and Risk Committee Assurance</li> <li>• Procurement Rules Update</li> </ul>
27 <sup>th</sup> August 2020	<ul style="list-style-type: none"> <li>• 2019/20 Draft Annual Governance Statement</li> <li>• 2019/20 Draft Statement of Accounts</li> </ul>
28 <sup>th</sup> September 2020	<ul style="list-style-type: none"> <li>• External Audit Update Report</li> <li>• 2019/20 Treasury Management Annual Report</li> <li>• SIRO Assurance Report</li> <li>• Quarter 1 – Corporate Risk Report</li> <li>• Risk Management Annual Report and Improvement Plan</li> <li>• Internal Audit Activity Report 1</li> </ul>
<b>Values and Ethics (Sub) Committee</b>	
28 <sup>th</sup> September 2020	<ul style="list-style-type: none"> <li>• Regulation of Investigatory Powers Act (2000)</li> </ul>



# Full Council

12<sup>th</sup> January 2021

**Report of:** Ann James, Director of Children's Services

**Title:** Corporate Parenting Strategy (refresh) 2021-23

**Ward:** City-wide

**Member Presenting Report:** Cllr Helen Godwin, Cabinet member for women children and homes

## Recommendation

- 1 Note the refreshed Corporate Parenting Strategy 2021-23
2. Note the progress on the delivery of Bristol's Corporate Parenting Strategy 2018

## Summary

This refreshed Strategy sets out our new priorities and actions that build on Bristol's good performance and strong Corporate Parenting arrangements. The improvements from 2018 include stronger permanency arrangements for children, reduced caseloads for children's social workers, introduction of council tax exemption for our care leavers and higher levels of young people in education, employment and training.

## The significant issues in the report are:

We want to re-engage the wider council and partners across the city in their corporate parenting role to build on our strengths, to be ambitious and to do more to make a difference for children in care, care leavers and their carers. This Strategy provides a series of detailed actions and specialist supports set out in 8 key priorities.

Significant actions include promoting care-experience as being a local protected characteristic, developing specialist alternative education provision, creating a regional offer for care leavers, developing bespoke children's homes, reviewing the health offer, and revising the support package and benefits for foster carers including council tax exemption.



## Policy

This Strategy supported by the Council's overarching [Corporate Strategy 2018-23](#), in particular, the 'Wellbeing' and 'Empowering and Caring' themes and the key commitment to be 'great corporate parents and safeguard children and vulnerable adults, protecting them from exploitation or harm'.

## Consultation

- 1. Internal**  
Members of the Corporate Parenting Panel, children, young people, carers and staff
- 2. External**  
Staff from partner agencies, including health and education.

## Context

1. Following the success of the 2018 Corporate Parenting Strategy that drove improvements for children in care and care leavers in the city, this refreshed Strategy sets out our new priorities and actions that build on Bristol's good performance and strong Corporate Parenting arrangements.
2. Whilst there has been significant improvement in most areas there are some remaining challenges where we want to improve further and be the very best. We want to further embed the 7 Corporate Parenting Principles from Children and Social Work Act 2017.
3. This strategy describes our city approach to delivering on those Corporate Parenting Principles to improve the lives of the children in and leaving our care. It outlines our vision and approach, reports on some of our recent achievements and developments and sets out how we intend to achieve our goals. This strategy sits alongside our Pledge to children in care and care leavers which outlines our commitments to them, and the support they can expect from us.
4. This Strategy will very much assist the City to achieve its legal responsibility to our Children in Care and Care leavers and provides a series of detailed actions and specialist supports set out in 8 key priorities. This will inform the direction of our work so that our young people can recover from their trauma, lead happy and fulfilling lives, and play a meaningful part in Bristol society.

## Proposal

3. Full Council to note the strategy and the actions therein.

## Other Options Considered

4. N/A

## Risk Assessment

5. The Corporate Parenting Strategy is due for refresh and we are duty-bound to ensure it is delivered, therefore no other alternative course of action available.

## Summary of Equalities Impact of the Proposed Decision

The strategy is focussed on delivering better outcomes for children in care and care leavers, as well as supporting foster carers to provide quality and stable care. Summary of equalities issues include: diversity in recruitment of foster carers including those who can care for disabled children, and those who can offer parent/child fostering arrangements; and differences in issues around exploitation risks for boys and girls.

Equalities Impact Assessment available as background paper.

## Legal and Resource Implications

### Legal Advice:

The Children and Social Work Act 2017 (the Act) is intended to improve support for children in care and care leavers, promote the welfare and safeguarding of children, and make provisions about the regulation of social workers. The Act sets out corporate parenting principles for the council as a whole to be the best parent it can be to children in its care. The Act requires local authorities to publish their support offer to care leavers and to promote the educational attainment of children who have been adopted or placed in other long term arrangements.

The Corporate Parenting Strategy is in line with the Act and reflects changes to national policy. The transition of safeguarding arrangements for Bristol from the Bristol Safeguarding Board to the Keeping Bristol Safe Partnership has now been completed as has the collaboration of adoption services with other local authorities in the area under the umbrella of Adoption West.

(Legal advice provided by **Legal Team Leader**: Oliver Moore 7/10/20 )

## Financial

### (a) Revenue and (b) Capital

This report seeks Cabinet approval of the Corporate Parenting Strategy 2020 -2023 and sets out ways in which available resources could be used better to enhance the role of the Corporate Parent, for Looked After Children and Care Leavers. As the strategy sets out general intentions to meet Bristol City Council’s corporate parenting duty, there are no specific financial implications, in the report at this stage. However, any future commissioning activities or for example proposals for the review of foster care allowances or any council tax relief proposals, will need to go through a new decision pathway, for sign off of any new spend proposals.”

(Financial advice provided by **<Finance Business Partner**: Denise Hunt, Finance Business Partner 29/10/20 )

## Land

n/a



**Personnel**

*n/a*

**Appendices:**

EqIA

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

**Background Papers:**

Equalities Impact Assessment on request



OUR  
EPIC  
PLAN

BRISTOL CORPORATE

PARENTING STRATEGY

2021 – 2023



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# Children and young people's foreword

Message from Bristol's care-experienced children and young people to all Bristol Corporate Parents:

## **Dear Corporate Parents,**

We are children, we just happen to be in care. We don't want to be stereotyped and we don't want special treatment. Please don't make assumptions about us.

What you need to know is we are all different and you can't put us all in one category.

We would like your help and support.

What we want for our future is help to get the education that we want and for you to have high expectations for us, help us get the right housing when we need it, help us to get work experience, jobs and help us to find out what we can do. And have opportunities to access activities to meet other people.

We will know you have taken on our views if you ask questions to understand us, stay in touch with us and tell us what you are doing about our views.

**Children in Care  
Council Bristol**

## **Dear Corporate Parents,**

We are Bristol Care Leavers.

We would like to be heard and valued. We want to have a voice. We are all unique in our own different ways.

We may have similar pasts but we have different approaches to reaching our similar goal: to be successful in life.

We need to be genuinely supported, like a family.

We need you to care about us as individual people and to show that you care not just because you are paid to do so.

We might need second chances, which other young people would get automatically.

We need positive reinforcement. Please build us up.

We might need a helping hand to achieve and thrive

**Care Leavers Unite Bristol**



## Mayor's foreword



I am passionate about making sure Bristol is a city of hope and aspiration, where everyone can share in its success. Central to this vision is making sure everyone can play their part in supporting Bristol's children, and making Bristol the best place to grow up in for a child in the care of this city.

I am extremely proud of Bristol's children in care and care leavers and I am committed to do all I can to support them to benefit from the many opportunities our great city has to offer. In all we do we want children and young people who have experienced care to feel loved, accepted and safe. I particularly want to thank our skilled, dedicated and compassionate foster carers and staff for their commitment as we have navigated the challenges of the Covid-19 pandemic together.

Our Corporate Parenting Strategy builds on our vision for children and young people as set out in the One City Plan and our Corporate Strategy 2018-23 that commits us to be great corporate parents. We will build on the structures that have already been established for children in care and care leavers to be the best corporate parents we can be. This strategy underpins our commitment to champion Bristol's children and young people and to ensure they have every opportunity to live happy and fulfilling lives.

A handwritten signature in blue ink, which appears to read 'M. Rees'.

**Marvin Rees** Mayor of Bristol



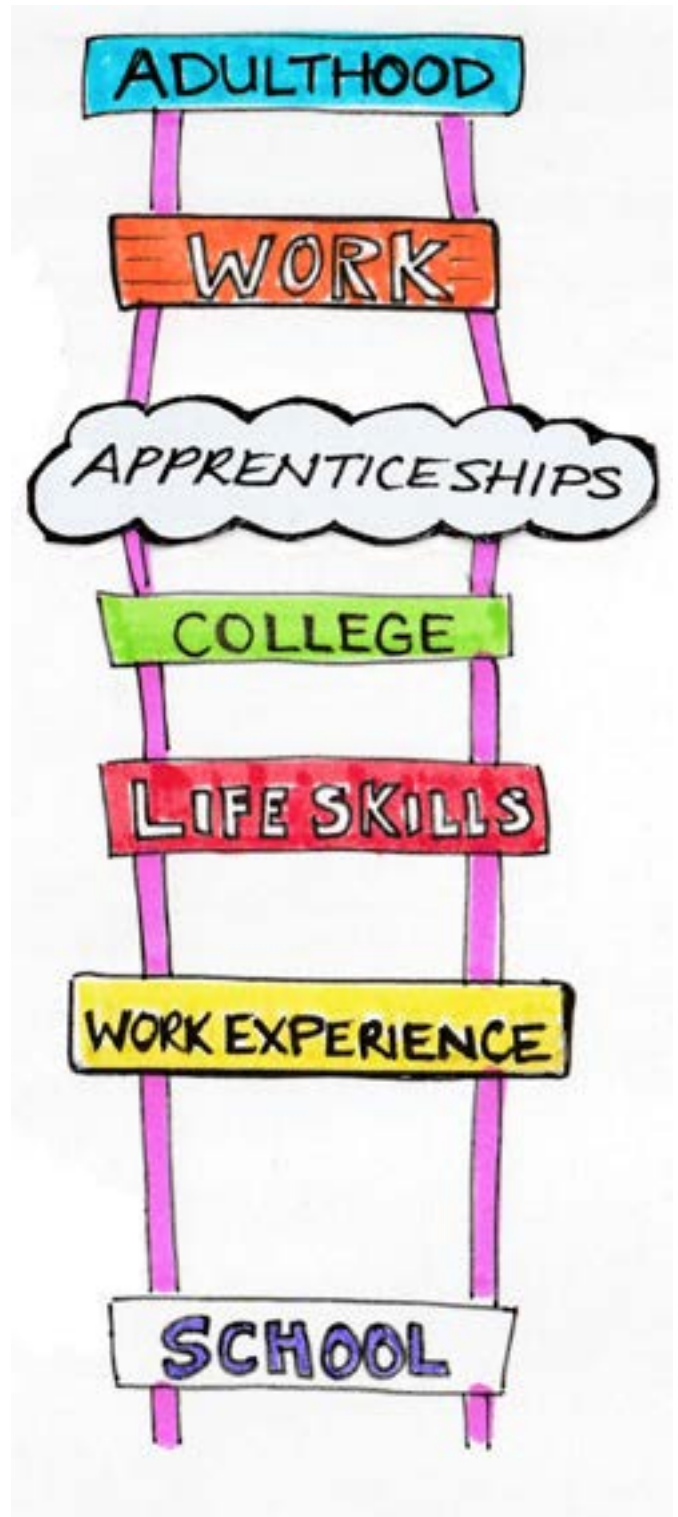
# Introduction

Corporate Parenting is the term used in law to describe our collective responsibility to care for, love and champion our children in care and our care leavers and ensure they have every opportunity to reach their full potential as they grow up in our family.

We are proud to have long-standing support from our key partners and businesses in Bristol who have embraced an Extended Corporate Family role in supporting children. We want to continue to foster and build upon those links to make our city the best place for care-experienced Bristolians to live.

This strategy is a result of **conversations**<sup>1</sup> with children and young people, who are the experts in their experience and with their families and carers involved in their journey. This strategy is about working with children and young people in a collaborative and co-productive way as we acknowledge they have the right and responsibility to shape how services work for them. In developing this strategy, we drew on Bristol's new Belonging Strategy for children and families in Bristol, and our Corporate Strategy as well as the **Corporate Parenting Principles**<sup>2</sup> and the **Top 10 Messages**<sup>3</sup> presented at the National Care-experienced Conference.

This strategy describes our city approach to delivering on those Corporate Parenting Principles to improve the lives of the children in and leaving our care. It outlines our vision and approach, reports on some of our recent achievements and developments and sets out how we intend to achieve our goals. We will also outline the context in which this strategy sits, and the governance structure in place to ensure that our vision is achieved. Our preferred terminology is care-experienced child or young person as this is what young people have told us they prefer and encompasses children and young people at every stage of their journey.



<sup>1</sup> Coram Bright Spot Publications (2017 – 2020), Corporate Parenting Survey to children, young people, carers and professionals (July 2020), BCC Care Leaver Survey (May 2020), Focus groups with children in care and care leavers (September 2020)

<sup>2</sup> Applying corporate parenting principles to looked-after children and care leavers: Statutory guidance for local authorities February 2018, p.8

<sup>3</sup> <https://www.careexperiencedconference.com/reports>

## This strategy sits alongside our Pledge to children in care and care leavers which outlines our commitments to them, and the support they can expect from us.

In 2017 the Children and Social Work Act introduced a set of Corporate Parenting Principles for our children in care and care leavers up to the age of 25 that underpin everything we do and are referenced below.

- Act in the best interests, and promote the physical and mental health and well-being, of our children and young people.
- Encourage our children and young people to express their views, wishes and feelings.
- Take into account the views, wishes and feelings of our children and young people
- Help our children and young people gain access to, and make the best use of, services provided by the local authority and its relevant partners
- Promote high aspirations, and seek to secure the best outcomes, for our children and young people.
- Be safe, have stability in their home lives, relationships and education or work
- Prepare our children and young people for adulthood and independent living.

We want to learn from the experiences of children and young people and have incorporated the Top 10 Messages from Care-experienced Conference 2019 into this strategy.

- 1** Promote more love in the care system including displays of positive physical affection;
- 2** Ensure care-experienced people are regarded and treated as individuals worthy of respect and to promote that respect wherever we can;

- 3** Ensure that relationships are seen as central to all our policies and procedures to support children in care and care-experienced people;
- 4** Take clear steps to improve stability and continuity in the lived experiences of people in care;
- 5** Work with our partners and young people to raise awareness of need and improve support for the mental health and well-being of children in care and care-experienced people in our local area;
- 6** Recognise in our daily work that the impact of care experience does not end at 18 or 21 or even 25, and review our practice to remove age restrictions on support wherever we can;
- 7** Protect, promote and where necessary rebuild family and community connections and help those young people for whom we are responsible to understand their personal history;
- 8** Make sure that young people in our care are routinely engaged, consulted and have a real say in their own lives
- 9** Ensure that young people in our care are properly and fully informed of their rights and offer advocacy to ensure they receive them;
- 10** Listen to the voice of children in care and care-experienced people of all ages and always consult them about changes to services and support.



# Our vision

Bristol is committed to being an effective, caring and ambitious corporate parent and we will show this through our love, our language and our actions. We will do everything we can to make sure that our care-experienced children are set up for life.

We are loving parents and we care about our children and young people, not just for them. We will ensure the same standard of care as any good parent which means we will have high aspirations for our children and will be strong advocates for them. We will do everything we can to equip the children and young people with the skills needed to live a fulfilling, successful, and rewarding life that is full of love.

We want Bristol to be a 'Care Aware' city that champions our children in care and our care leavers. We will take bold and innovative steps to ensure that the people who are privileged to parent our children have the right training, support, knowledge and skills that our children need and deserve.

**This strategy is part of a broad range of activity that supports our shared aim to improve provision for children in care and care leavers including:**

- Our co-produced Pledge to Children in Care and Care leavers and a local offer for care leavers
- A multi-agency Corporate Parenting Panel chaired by the Cabinet Member for Women, Families and Homes
- An active Children in Care Council and Care Leaver Forum to ensure that the voices of young people remain central to our work
- A Corporate Parenting annual report that is owned by Corporate Parenting Panel and presented to full council
- Equality and Inclusion Policy and Strategy 2018 – 23
- The HOPE Virtual School working with schools, colleges, training providers, education settings and children's social care to improve educational outcomes for children in care and care leavers
- A Placement Sufficiency Plan 2020-23 that sets out how we will deliver the range and number of high quality placements needed by children in care and care leavers
- A Youth Housing Plan that includes the Youth MAPS Service dedicated to preventing homelessness and supporting delivery of the Corporate Strategy 2018 – 23
- A commitment to ensuring that corporate parenting responsibilities are embedded in all applicable policies, strategies and commissioning arrangements.
- Delivery of Bristol's Belonging Strategy for Children, Young People and Families 2021 – 23.
- The council's overarching Corporate Strategy 2018 - 23, in particular, 'Well-being' and 'Empowering and Caring' themes and the key commitment to be 'great corporate parents and safeguard children and vulnerable adults, protecting them from exploitation or harm'.
- Bristol THRIVE Model – whole community approach to improving mental health and well-being

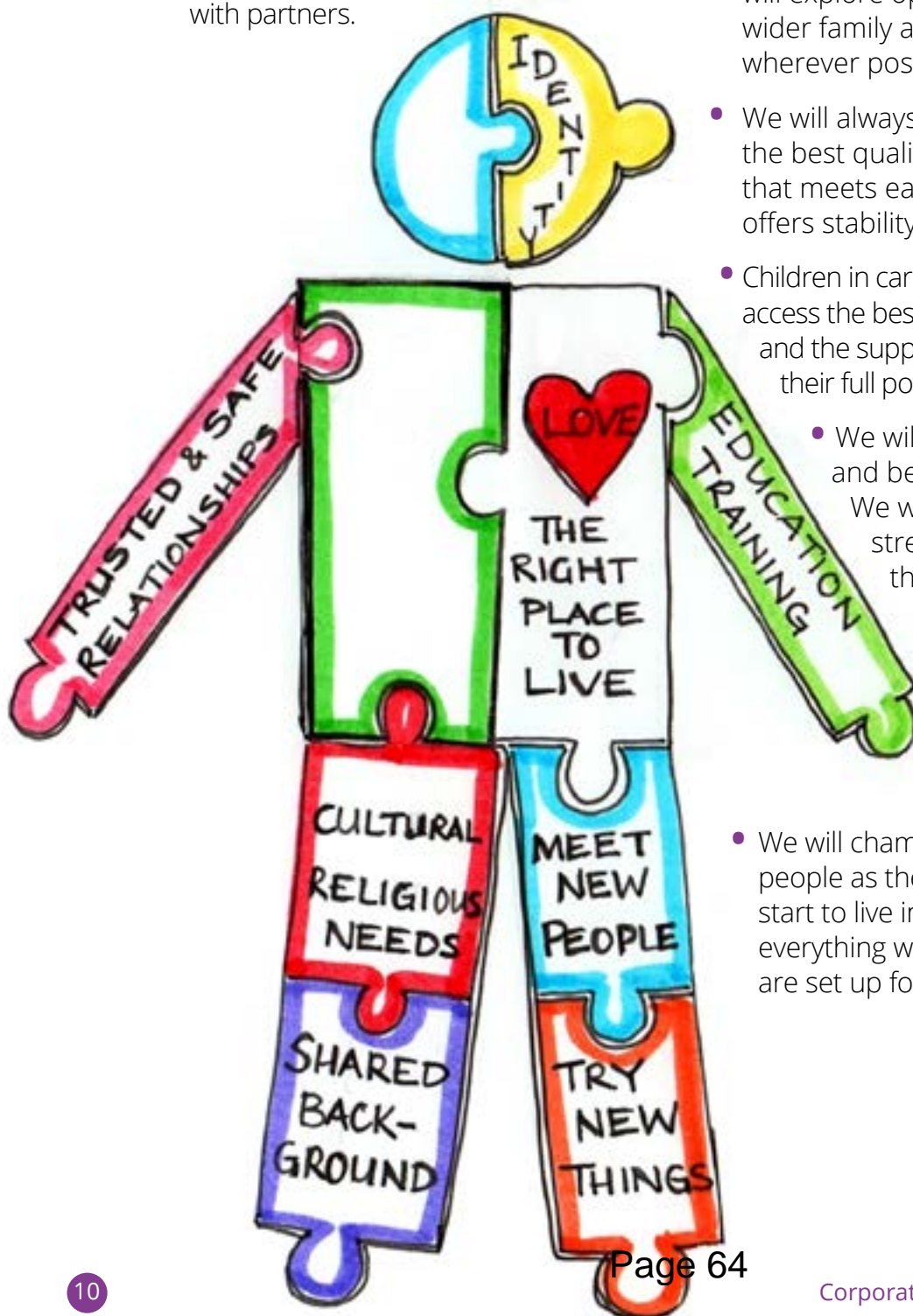




# Our approach

Bristol's overarching approach includes:

- The voice of children and young people will be at the heart of service design, delivery and evaluation, including democratic decision-making processes.
- The responsibility for ensuring that children in care and care leavers achieve good outcomes lies across the whole of Bristol City Council, as well as with partners.



- Wherever safe and possible, children and young people should live with their family. We will ensure that the children in our care are only those who need to be in care.
- Prevention and early intervention is a central element of our support for children and families to give them every opportunity to stay together. Where care becomes necessary, we will explore options for living with wider family and friends' networks wherever possible.
- We will always strive to provide the best quality homes possible, that meets each child's needs and offers stability.
- Children in care have the right to access the best education possible and the support they need to meet their full potential.
- We will secure permanence and belonging for children. We will support and help strengthen the relationships that are important to children and help them stay connected to those that they love throughout their childhood and into adulthood.
- We will champion and support young people as they leave our care and start to live independently, doing everything we can to make sure they are set up for life.

## The Bristol Model

As corporate parents, relationships and connection will be at the core of everything we do. We will work with children to help us get things right for them. We will always have high aspirations for our children and young people: we will see their strengths, celebrate their achievements and create lasting happy memories.

We understand it is crucial we pay attention to the experience of trauma, and the importance of ensuring our children have good emotional support. We have created The Bristol Model for Children in Care and Care Leavers which enables corporate parents to consistently adopt a trauma-informed, relationship and strength-based approach. The Bristol Model concerns paying equal attention to three key areas; children, staff and carers and the environment. The model takes a mentalisation approach in our therapeutic work with children in care and provides tools to help workers adopt a mentalising stance in their relationships. It underpins other approaches used and fits well with Signs of Safety Systemic Practice and the Bristol Practice Framework. It cements a trauma-informed approach in our work linking training strategies across the partnerships as well as undertaking co-produced projects in key areas for example supervision, training and support of staff

and carers. We will expand and develop the therapeutic offer to young people in our Therapeutic Support Service and develop an approach in relation to the psychologically-informed environment of all young people's homes, wherever they live.

Further supporting this work we are rolling out specific Mentalisation training with the aim of having a positive impact on the way our young people with the most complex needs experience our care, striving to offer them a consistent joined-up approach that makes sense to them. Mentalisation is an approach that enables us to understand our own thoughts and feelings and those of others so as to understand behaviour. Adopting this approach has great value; being able to mentalise helps us to have empathy and see the perspectives of others. People with attachment difficulties and people under stress or experiencing intense emotion often struggle to mentalise.

Through adopting the Bristol Model Corporate Parents will:

- Seek to understand and learn about what has happened to children, not seek to identify what is wrong with them
- Prioritise relationships in every interaction
- Believe children do well if they can
- Seek to identify and build on children's strengths
- Respond, not react
- Support children to develop resilience
- Be reflective and open to learning



# The Big Ask to make an EPIC Offer better and better – How businesses and other partners can help children in care and care leavers achieve their potential.

As a council, we are ambitious for children in care and care leavers and we know the city is too. The business and voluntary sector often ask us how they can help. The Big Ask outlines five key areas where businesses and the voluntary sector can help make a difference.

- 1** Pledge access to your organisation’s cultural, sport, leisure, faith based or arts activities for children in care, foster families and care leavers at low or no cost or set up an annual or monthly donations to the EPIC CHARITY (Priority 2,3 & 8)
- 2** Help celebrate the achievements of children in care and care leavers by sponsoring our EPIC and STARS Awards Events or donating a prize. (Priority 3)
- 3** Become a Fostering Friendly employer by signing up to the Fostering Network’s charter and promoting fostering in the work place. (Priority 8)
- 4** Pledge work experience, traineeships, apprenticeships and work based mentoring as a Bristol Career Coach for children in care and care leavers through Bristol Works. (Priority 2)
- 5** Sponsoring a holiday for care leavers who are particularly vulnerable and isolated. Care leavers tell us that the year after they leave care they often can’t afford a holiday and don’t have anyone to go with. A holiday offers young people something to work toward, helps tackle isolation and loneliness and supports emotional well-being. (Priority 3)

## Context

At a glance	2017	2020
Number of children in our care	685	623
Rate of care	73 per 10,000	66.3 per 10,000
Percentage of our children in care living with foster families	80%	84%
Percentage of our children in care living outside the local authority area	42%	38%
Number of care leavers we support	445	411
Percentage of our Care Leavers in education employment and training	56%	62%

Our Joint Strategic Needs Assessment includes a **Chapter on Children in Care and Care Leavers** which provides a detailed assessment of the current needs of our children in care and care leavers.

# Financial

As a city, we must be ambitious for children in care and care leavers; we must do our best to equip children and young people for life with the long term aim of reducing the over representation and on-going costs of supporting care leavers in vulnerable adult populations.

Commissioning services over the next few years of this plan will be exceptionally challenging, given the continued downward pressure on public finances. Nevertheless, Bristol City Council and partners are collectively committing to maintain strong and effective provision and improve outcomes for the most vulnerable children in the city, while at the same time managing the effect of reducing public finances.

## Our Priorities

In order to achieve our vision to be good corporate parents we have co-produced the following 8 refreshed priorities with children, young people and the trusted adults in their lives.

- 1 Trusted and Safe Relationships:** Children and young people feel loved, connected and safe
- 2 Education, Training and Employment:** Hold high aspirations and close the attainment gap for children in care. Increase the proportion of care leavers in education, training and employment.
- 3 Opportunities growing up:** Being in care is an enriching experience that equips children for a successful life.
- 4 Identity:** Children and young people have a strong sense of self, and an understanding of their care story.
- 5 Co-production:** Children and young people are at the heart of service design, delivery and evaluation.
- 6 Home & Housing:** Children and young people will live somewhere where they feel a sense of safety and belonging and are loved.
- 7 Health and Support:** Improve health and well-being by ensuring high quality health services and information are provided to children, young people and carers.
- 8 Caring for those who care:** Children and young people are nurtured by carers and workers who are well-resourced, valued and supported.

## Trusted and Safe Relationships: Children and young people feel loved, connected and safe

Relationships are central to our work with children, young people and families, throughout and beyond their care journey. We will prioritise network building so care-experienced children and young people have safe and trusted relationships to guide and help them on their journey to adulthood. We will prioritise stability in children's lives and reduce to a minimum any unnecessary change or disruption.

### You said:

*Keep promises.*

*Keep some of the calls and understand even after lock down I'll still be locked in.*

*My PA is amazing and is always keeping me updated with things and is a massive positive influence in my life.*

*We must be helped to find friends and have someone to talk to.*

*If we move, we need more help to stay in contact with friends from school.*

*Someone that you could talk to when you need to chat about things that you can't discuss with your friends.*

*Have a person who believes in you.*

*Important to be able to ring for help and get a quick answer.*

*We must be able to see our families otherwise we will miss them.*

### We will:

- 1 Embed our 'Networking Building' approaches to find and strengthen the relationships that are important to children and help them stay connected to those that they love throughout their childhood and into adulthood.
- 2 Support children and young people's request to meet other children in care and care leavers by co-producing a Connections project.
- 3 Grow the Bristol Model for children in care affected by exploitation to reduce the number of moves they experience, keep them safe and help them recover from the abuse.
- 4 Embed transitional safeguarding practice so that care leavers are safeguarded from exploitation and abuse when they turn 18.
- 5 Equip our children in care and care leavers to be the parents they want to be with a proactive offer from children's centres and evidence-based interventions as part of their independence planning
- 6 We turn the national trend on the disproportionate representation of children in care in the Criminal Justice System through the Safer Options contextual safeguarding project



## Education, Training and Employment: Hold high aspirations and close the attainment gap for children in care. Increase the proportion of care leavers in education, training and employment.

We want children and young people to feel that they have somewhere to learn and develop in a setting that's right for them, and supports their personal development, as well as their educational attainment. We recognise that there are many different pathways for learning and will have high aspiration for our children and young people to achieve. We will work in partnership to provide a range of quality education and employment settings to help them develop confidence and skills for their future.

### You said:

*Listen more when things go wrong at school.*

*Language is really a big barrier.*

*Train and support teachers to understand what it is like to be in care, to give us opportunities to be trusted (such as taking the register or showing visitors around), and to not single us out in the classroom as children in care.*

*Don't take us out of class for meetings*

*Celebrate achievements.*

### We will:

- 1** Promote high quality education and training pathways that enable success and opportunities for progression
- 2** Work with Bristol Learning City to increase the take up of apprenticeships for children in care and care leavers.
- 3** We will ensure that Personal Education Plans and Pupil Premium is child-focussed and supports the attainment and attendance of all our children, including those with special education needs and disabilities.
- 4** Extend further the HOPE offer, advocacy and support for young people accessing further and higher education.
- 5** Promote 'Care Aware' model to Bristol education settings and encourage all settings, especially our Alternative Learning Providers, to ensure that children are supported in a trauma-informed way
- 6** Further develop appropriate high quality specialist and alternative education provision in Bristol for our children so they can be educated and live here in their home
- 7** Seek to extend the Reboot West offer for our care leavers to provide coaching support into Education, Employment and Training using a value-based approach called Acceptance and Commitment Therapy. Look to embed this into our core offer.



# Priority

## Opportunities growing up: Being in care is an enriching experience that equips children for a successful life.

All children should have opportunities to play, socialise, exercise, and learn. We want children and young people to be able to access the same or better opportunities as their peers and enjoy new and fun experiences with their friends and other care-experienced people. We know that all children and young people experience lots of changes in their life and we are committed to supporting a smooth transition to adulthood and independence.

### You said:

*More gatherings with children in care so everyone is able to make friends with whom have been in similar circumstances.*

*We want to do fun activities, play, learn to cook.*

*Play sport, do activities.*

*Have meaningful activities.*

*Access to data and tech.*

*Important to have hope for the future.*

*Have access to outdoors and nature.*

*We don't often budget well and sometimes run out.*

*I would have it that we have more support after care.*

*Feeling like life is getting better.*

*Everyone have laptops.*

*Access to funding for things like driving, counselling or education.*



## We will:

- 1** Build on the development of the EPIC (Exceptional People In Care) Fund by establishing The EPIC Charity, that will act like the bank of Mum and Dad, helping to provide funding for all those little extras including cultural, sports, leisure, faith based, arts and well-being activities.
- 2** Establish and promote a range of and mentoring and befriending opportunities including 'peer' and 'grandparent' models.
- 3** Encourage all children in care who are aged 14+ to take up the opportunity to complete the ASDAN Independent Skills Award that is offered in different languages.
- 4** Work with other Local Authorities and partners in the South West to agree a shared Pledge and Regional Offer to benefit the region's care leavers.
- 5** Build on the learning from the European VALUES promote integration of unaccompanied asylum seekers and young refugees through volunteering opportunities.
- 6** Ensure all children in our care and care leavers have access to devices and digital connectivity so they are not disadvantaged in communication and opportunities.



## Identity: Children and young people have a strong sense of self, and an understanding of their care story.

The rich diversity of Bristol is reflected in the children we care for and we recognise the importance for children to understand their history and their journey. We want help our children strengthen their sense of identity by understanding who they are, where they came from and all that they can achieve.

### You said:

*I don't know anything about my dad – I don't know if he is very nice or not. I feel nervous and scared.*

*Children need to have an understanding of where they've come from.*

*I think a camp where only care leavers and kids in care go. Necessary because I grew up not knowing any other children in my situation which made me feel like a black sheep in my friendship groups.*

*Drop the 'children in care' – we are just CHILDREN – because it sounds like we're different or have a problem when you say 'in care'.*

*I can't see my future without the state of England I need your help.*

*Empower us to take charge of our own stories.*

### We will:

- 1 Promote agreed terminology across the city for children in care and care leavers, in partnership with them, to avoid jargon or language that makes them feel uncomfortable or different.
- 2 Develop a cultural intelligence project to support and promote children and young people's cultural needs and to celebrate diversity.
- 3 Propose the inclusion of 'care experience' as a local Protected Characteristic to promote a culture of inclusion, social justice and equality.
- 4 Develop Bristol's Narrative model for children to understand their lives and the part others have played in order to build their resilience and sense of self.
- 5 Promote and champion the specific needs of unaccompanied and separate young people across the city and refresh the city offer including support with acquiring citizenship.

## Co-production: Children and young people are at the heart of service design, delivery and evaluation.

We believe that children and young people, as well as families and carers, are the experts of their own experiences which are valued and respected. Children and young people's voices must be heard to shape and design the delivery of services that are provided to them.

### You said:



### We will:

- 1** Develop a co-production practice framework in partnership with children and young people to ensure that everyone has a chance to have their views heard. We will ensure that “lesser heard” voices are amplified, especially for disabled children and/or children living away from Bristol.
- 2** Build on the success of the Care Leaver Ambassadors by increasing pre-apprenticeships and apprenticeships for Care Leavers in the council. Expand the roles to include Recruiter, Trainer and Assessor/Auditor that support co-production activity and work with council teams and partner organisations to be ‘Care Aware’.
- 3** Create a safe space for parents and carers to come together and share their experiences and ideas to help us review our practice quality and inform service development.
- 4** Review foster care assessment process with existing foster carers and young people and seek to involve young assessors who stay a weekend with prospective carers and report their findings to the Bristol Fostering Panel.
- 5** Work with young people and our health and education colleagues to streamline the number of meetings for children in care (PEPS, health assessments, reviews).

# Priority

## Home and Housing: Children and young people will live somewhere where they feel a sense of safety and belonging and are loved.

We need to ensure access to a range of high-quality options to meet the needs of children in our care. In order to offer children stability and the opportunity to maintain important relationships we need to be able to place the majority of children in well-matched local homes near children's schools and communities. Our **Placement Sufficiency Plan 2020 – 23** will underpin our work in this area.

### You said:

*Just one important thing: foster carer.*

*Most important is nice kind family who works with my family.*

*I would change the process of testing foster carers as I have had many carers who lacked compassion which made it hard for me to grow as a person and to also recover from the trauma when more trauma was being inflicted.*

*Need a place to live where we feel safe and at home.*

*Better supported housing – I was in the foyer and some people were taking drugs and up all night shouting – this was not good when I was trying to do college work.*

*Some foster carers go away for summer sending their children to respite carers which isn't very nice for the children when your family is going on holiday.*

*Needs to feel like home.*

### We will:

- 1 We will continue to develop our own children's homes including smaller children's homes and a bespoke home for disabled children.
- 2 Develop Bristol Fostering Communities to encourage family connection and support for carers and children in our city (Bristol Mockingbird Model).
- 3 Develop a project to explore the viability of innovative options such as Kinder Homes or 'BIG' Homes (Bristol Inter-Generational) to maintain children being able to stay in their community, keep sibling groups together and promote stability.
- 4 Review the housing needs of young people 16 – 21 and design a new offer.
- 5 Develop psychologically-informed home environments for children's homes and foster homes as part of The Bristol Model to promote good emotional regulation for children.
- 6 We will create fostering ambassadors within the Somali community to improve diversity amongst our foster carer population.

## Health and Support: Improve health and well-being by ensuring high quality health services and information are provided to children, young people and carers.

Adverse childhood experiences (ACE's) can impact greatly on the short and long term health and well-being of our children in care and care leavers. The prioritisation of health strategies such as Thrive Bristol to promote recovery and build resilience within the children in care and care leaver population is vital for optimal health outcomes. Care-experienced children and young people need to be able to easily access the services available, as well as making use of specialist services where necessary.

### You said:

*We need quick access to emotional support and counselling.*

*More support for mental health and dealing with trauma not only from what happened at home but also being in care.*

*[I would change] how quickly mental health support is available, there isn't enough readily available services for kids and young adults. We can't put a pause on a breakdown for weeks to wait for support.*

### We will:

- 1** Co-produce the new care leaver health offer for young people aged 14 – 25 with the aim of reducing the variation in health service delivery for care-experienced people. The focus is on removing barriers to accessing appropriate resources that support healthy and safe transition to adulthood. Bristol, North Somerset, South Gloucestershire CCG has been chosen to be one of two pilot sites for the NHS England care leaver offer, starting in 2020.
- 2** Work together to review learning and actions resulting from the 2020 peer review of the child in care health services across the BNSSG footprint.
- 3** Cement The Bristol Model across and within all services for children in care and care leavers, ensuring that therapeutic practice is embedded by extending the offer of our Therapeutic Support Service. Provide an intensive therapeutic support programme for adolescents, with increased input to our children's homes. Underpin reunification by developing a family therapy offer.
- 4** Expand the Therapeutic Support Service to include an intensive therapeutic support programme for adolescents to increase stability and support them to remain within their own city, minimising placement disruption.



## Caring for those who care: Children and young people are nurtured by carers and workers who are well-resourced, valued and supported.

We recognise that it is important to support the networks around children and young people to ensure that carers are happy, committed, confident, skilled and resilient so that they are emotionally present and available to support our children and young people.

### You said:



### We will:

- 1 Provide opportunities for connection, belonging and training for children, young people, carers and staff through shared office and communal spaces.
- 2 Promote a more normalised family life experience and reduce difference and stigma through piloting the One Social Worker model for children in permanent foster homes safely reducing the number of professionals visiting the child.
- 3 Ensure our Foster Carers are nurtured, supported and equipped to provide high-quality care through the launch of a Well-being Offer.
- 4 Recognise and reward carers for the important work they do by reviewing the Bristol City Council Foster Care allowances and fees structure.
- 5 Enable current foster carers to continue providing loving homes for children and young people, and encourage new foster carers to join us through bringing forward a proposal for council tax relief for Bristol City Council foster carers.
- 6 Show our value and appreciation for all our staff and carers by promoting "Care with Pride" across the city where we champion the excellence of our carers and workers.

# How have we been doing?

## Progress against the 7 Corporate Parenting Priorities we set out in 2018.

Strategic Objective	What's been working well	The challenges that remain
<p><b>Priority 1 –</b> Families receive the help they need when they need it (Right Child, Right Service, Right Time, Right Place). We will strengthen our offer to families.</p>	<p>The development of Strengthening Families, Edge of Care and the Reunification Teams (18 children have successfully returned home to live) have continued to support children and their families be together and stay together. This is coupled with reducing case-loads (from 24 to 17).</p> <p>Our rate of children in care per 10,000 children has fallen from 73 in 2016/17 to 66 in 2019/20 for our statistical neighbours this was 83 in 2018/19. This includes our unaccompanied asylum-seeking children who make up 7% of the children in care an increase from 6% in 2016/17.</p>	<ul style="list-style-type: none"> <li>• Develop the Safer Options Team (extra familial harm response).</li> <li>• Implement the Prevention of Care Panel and develop an out of hour's service.</li> <li>• Reduce allocations to 15 children per social worker.</li> <li>• Develop family therapy approaches: supporting families to understand their stories and strengthen their relationships.</li> <li>• Consider a Therapeutic Life Story</li> <li>• Dedicated role to support parental trauma and mental health.</li> <li>• Reunification support offer for children and families living out of the Bristol area.</li> </ul>
<p><b>Priority 2 –</b> Children are supported to live safely within their families or with people who know them best. When this is not possible, children move to a permanent family or care placement without delay.</p>	<p>The number of Special Guardianship Orders increased significantly from 22 to 46. 21% of our children in foster care live with a connected person. Adoption timeliness remains better than the England average and Bristol makes good use of early permanence options.</p> <p>96% of children in care have a plan for permanence. 2019/20 saw continued long-term placement stability at 73% (England average is 70%). Timeliness of reviews has remained strong at 95%.</p>	<ul style="list-style-type: none"> <li>• Engaging the family network at the earliest opportunity.</li> <li>• Develop the Network building /finding with care leavers.</li> <li>• Co-produce care and pathway plans with children and their networks – writing 'to' the child.</li> <li>• An agreed language (the words we use).</li> </ul>



Strategic Objective	What's been working well	The challenges that remain
<p><b>Priority 3 –</b> Children and young people tell us what's important to them and this influences what we do and the way we design and develop our services.</p>	<p>Care leaver Bright Spots and COVID surveys.</p> <p>Child in Care Council and CLUB well established.</p> <p>Established care leaver Facebook page.</p> <p>Children consistently involved in staff interview panels.</p> <p>There have been eight Twilight Corporate Parenting Panels involving young people since 2018.</p>	<ul style="list-style-type: none"> <li>• Dedicated co-production strategy for children in care to include their role in designing, developing and commissioning the services including wider representation of the whole child in care and care leaver population.</li> </ul>
<p><b>Priority 4 –</b> Being in care is an enriching experience that equips children for a successful life.</p>	<p>EPIC and STARS celebrations occur annually.</p> <p>The Hope Virtual School celebrate and reward school attendance and run an annual poetry competition.</p> <p>Care leavers have a priority interview if they meet essential criteria for Bristol City Council posts.</p> <p>Care leavers in Bristol are exempt from Council Tax.</p> <p>110 young people are currently undertaking the ASDAN qualification.</p>	<ul style="list-style-type: none"> <li>• Develop the EPIC Charity</li> <li>• The ASDAN course in different languages.</li> <li>• Care leavers who live outside of Bristol are not exempt from Council Tax – develop a regional (and national) offer</li> </ul>



Strategic Objective	What's been working well	The challenges that remain
<p><b>Priority 5 –</b> Deliver good quality care placements and move on accommodation for care leavers locally.</p>	<p>Therapeutic programme has a good success rate. Pilot programme for adolescences started June 2020. Children in the same placement for two or more years has improved in 2019/20 to 73% from 71% and is above the 69% for our statistical neighbours and the England average.</p> <p>80% of children in care live in a foster home. 63% of these children live in the local authority's own provision compared to the England average of 50%.</p> <p>18% of children aged between 18 and 21 have staying put arrangements in place; 25% of these young people are unaccompanied asylum seekers.</p> <p>Re-profiling of the children's homes has had a focus of bringing children placed outside, back to Bristol.</p>	<ul style="list-style-type: none"> <li>• Develop regional leisure offer</li> <li>• Securing funding for the therapeutic adolescence programme to continue beyond June 2021.</li> <li>• Accommodation for young people at risk of CCE and CSE, unaccompanied asylum-seeking children and UAS care leavers; accommodation for 16+ year olds that need high levels of support.</li> </ul>
<p><b>Priority 6 –</b> Hold high aspirations and close the attainment gap for children in care and increase the percentage of care leavers in education, training and employment.</p>	<p>Improved educational outcomes and attendance (above National benchmark) for children in care.</p> <p>The Virtual School Head is leading on Education's 'Belonging Strategy'.</p> <p>Reboot is in its second year in Through Care, supporting engagement and improvement in EET.</p> <p>74% of care leavers aged 17 or 18 are EET (England average was 64%) and 63% of care leavers aged 19 to 21 are EET (England average is 52%).</p>	<ul style="list-style-type: none"> <li>• Support for children with SEND</li> <li>• Exclusions are too high for all children in Bristol.</li> <li>• Placement stability and school continuity (key in improving outcomes).</li> <li>• Alternative education offer.</li> <li>• Education settings being trauma informed.</li> </ul>

Strategic Objective	What's been working well	The challenges that remain
<p><b>Priority 7 –</b>            Improve health and well-being by ensuring high quality health services and information are provided to children, young people and carers.</p>	<p>94% of our children have had a review health assessment. 98% of our children's immunisations are up to date.</p> <p>Personal budgets pilot was successful and is ongoing.</p> <p>Thinking Allowed – dedicated CAMHS team.</p> <p>Bristol will pilot a health service for care leavers to the age of 25.</p> <p>Through Care has a link worker from Off the Record.</p> <p>A dedicated placement support team that provide therapeutic, trauma informed support and interventions for carers and children.</p>	<ul style="list-style-type: none"> <li>Engaging older children who opt out of their health assessments.</li> </ul>





FULL COUNCIL  
12<sup>th</sup> January 2021



**Report of:** The Monitoring Officer  
**Title:** Annual Report of Local Government and Social Care Ombudsman Decisions  
**Ward:** Citywide

**Recommendation**

That Full Council note the report.

**Summary**

The report summarises findings made by the Local Government and Social Care Ombudsman (LGO) in 2019/20 in respect of the Council. There were no public reports during this time.

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

The LGO concluded that there were 20 upheld complaints out of a total of 140 cases in 19/20 as compared to 12 complaints upheld out of a total of 124 cases in the previous year.

Housing 4  
Benefits & Tax 3  
Education & Children's Services 1  
Adult Care Services 3  
Environmental Services & Public Protection 8  
Corporate & Other Services 1

Any changes made or action taken as a result of the findings are noted in the report at Appendix 1.



## Context

1. This report is presented to Full Council in line with the duty to report where findings of maladministration or fault have been made by the Ombudsman, summarising the findings made.
2. The Ombudsman performance data includes lessons learnt with a view to looking at wider improvements that can be achieved. The Ombudsman has published an interactive map of council performance showing annual performance data for all councils in England, with links to published decision statements, public interest reports, annual letters and information about service improvements that have been agreed by each council. It also highlights those instances where each authority offered a suitable remedy to resolve a complaint before the matter came to the Ombudsman, and the authority's compliance with the recommendations made to remedy complaints:

<https://www.lgo.org.uk/your-councils-performance>

3. The Ombudsman has sent the Council all findings made in the year ending the 31<sup>st</sup> March 2019.
4. The requirement to report to Full Council applies to all Ombudsman complaint decisions, not just those that result in a public report.
5. The LGO has upheld 20 cases in the year to March 31<sup>st</sup> 2020 compared to 12 the previous year.
6. To put this figure in to context, the Council dealt with 6,942 Stage 1 and Stage 2 complaints in 2019/20 giving an escalation rate to the LGO of 1.88% of the total number of cases and 0.29% in relation to the number of upheld cases.
7. The link below taken from the LGSCO website shows that the Council's upheld rate of 61% is higher than the UK authority average of 56%. Of the upheld cases the Council has provided satisfactory remedies in 10% of cases compared with the national average of 11%.  
<https://www.lgo.org.uk/your-councils-performance/bristol-city-council/statistics>

The Ombudsman publishes two data sets, one for cases received in a particular year and one for cases decided in a particular year. For 2019/2020 there were 130 received and 140 decided cases for Bristol. This is because some cases were received in 18/19 but not decided until 19/20.

8. In respect of cases where the LGO has found that routine mistakes and service failures have been made, and the Council has agreed to remedy the complaint by implementing the recommendations, 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 by the LGO in each case, remedies agreed by the Council and lessons learnt.
10. Comparator information with other Authorities including by matter and decision respectively can be viewed at <https://www.lgo.org.uk/information-centre/reports/annual-review-reports/local-government-complaint-reviews> by selecting the button '2019/2020'.



11. The Annual letter from the LGO to the Council is at Appendix 2
12. The Ombudsman has commented in the annual letter:-
13. *This year I have had concerns about your Council providing delayed responses to investigation enquiries. In several cases the introduction of a new complaints IT system was cited as the reason for the delay. In some instances, the Council had no trace of our enquiry letters, emails were not responded to, and letters had not been forwarded to the appropriate officers. The Council was unable to access information to respond to one set of enquiries because it was stored on the personal computer of an officer on long term sick leave.*
14. *In a further case we had to make additional enquiries because the initial response was incomplete. It was only when a witness summons was threatened that the information was provided. The failure to provide a timely response results in delayed investigations and can cause further frustration to complainants. I trust the Council will consider ways to improve its responses to this office to ensure future investigations are not unnecessarily delayed*
15. Officers have considered the comments made. Now that the new iCasework system is in place, all case information received from August 2019 is held in on the system, including documents as well as data input, and so with powerful reporting functionality the analysis of complaints will be easier to assimilate and quicker to analyse and respond to. Resource in the team has been increased to 2 FTE to enable a proactive response to complaints and investigation, and the team has moved from Citizen Services to the Information Governance team. This is a good fit for the team, and means that support for the team and overview of cases will be maintained in line with relevant legislation and guidance.

## Proposal

That Full Council notes the report.

## 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

## Appendices:

Appendix 1 – Summary of complaints upheld and lessons learnt  
Appendix 2 – Annual letter from the LGO

Please note comparator information with other Authorities including by matter and decision respectively can be viewed at <https://www.lgo.org.uk/information-centre/reports/annual-review-reports/local-government-complaint-reviews> by selecting the button '2019/2020'.

## LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 Background Papers:

None



[Bristol City Council \(19 008 584\)](#)

**Statement - Upheld – Adult Care charging - 23-Mar-2020**

**Ombudsman summary:** Mr C's daughter, Mrs D, says the Council failed to invoice him for adult social care services by email, as requested, for over a year. It then presented a bill for nearly £9,000 which he could not pay. She says this caused her and Mr C stress and means he cannot afford necessary repairs on his home. The Council was at fault for its failure to send invoices by email. But this fault caused limited injustice. Mrs D knew what the services cost and how long Mr C had received them without receiving invoices by email. The Council has agreed to pay Mr C £100 and to accept a reasonable repayment plan.

**Bristol's learning, remedy and service improvement plan:** we were at fault for our failure to invoice for adult social care services by email, as requested, for over a year. We paid £100 and agreed a reasonable repayment plan. The cause of this was a glitch which meant that the change in address for the Power of Attorney was not picked up by the system, so the invoices did not go to them. We have investigated and this appears to have been a one off. However, the service is mindful of ensuring that people who have Power of Attorney receive appropriate information

[Bristol City Council \(19 002 308\)](#)

**Statement - upheld - Noise complaint - 13-Mar-2020**

**Ombudsman summary:** The Ombudsman upholds Mr X's complaint about the Council's handling of his noise nuisance complaint. The Council's communication and record keeping was poor. The Council was not at fault for deciding the noise was not a statutory nuisance. The Council will apologise to Mr X and carry out service improvements.

**Bristol's learning, remedy and service improvement plan:** we did not uphold this complaint during our internal process and investigations. We apologised and offered reassurance that we would provide training and guidance to staff.

Officers have been reminded to

- store case-specific files so they can be accessed by any member of the team. The Council will remind officers of
- review noise nuisance cases every four weeks.
- communicate the outcome of each review to the complainant in each case.
- communicate its decision in writing.
- respond to complaints at stage two within the deadline

A number of changes have been implemented to the management of noise cases by the Neighbourhood Enforcement Team. Dates are set by case officers on the case management system for regular case reviews which also generate auto reminders. Contact is made with the reporter at review stage and a plan detailing how the case will be progressed and how

contact can be made with the case officer is provided. Case allocation has been adapted to avoid officers working across multiple case management systems and this has enhanced understanding of these systems resulting in improvements in officers' ability to interrogate records and improved record keeping. The council has a new system for managing complaints which triggers reminders of response deadlines for the officers dealing with complaints and their managers. Response performance is monitored closely

[Bristol City Council \(18 011 958\)](#)

#### **Statement - upheld – Service unspecified - 05-Mar-2020**

**Ombudsman summary:** Mr B complains that he did not receive proper support from the Council through the Bristol (Syrian Refugee) Resettlement Scheme. The Council was at fault because it initially placed him in a property which was too small, did not explain deductions from a deposit, did not deal with a grant application, did not properly consider a request for a s17 child in need of assessment and did not deal with his complaint properly. Mr B's daughter missed out on a grant payment and it is unclear whether Mr B's son requires help. The Council has agreed to apologise to Mr B, pay Mr B's daughter £304.80 and complete a s17 assessment regarding Mr B's son.

#### **Bristol's learning, remedy and service improvement plan: Syrian Resettlement Programme**

##### **Faults**

- we placed family into housing which was too small
- we did not arrange a meeting to explain deductions from deposit
- we did not deal with complaint properly
- we did not deal with a grant application properly
- we did not respond to a request for a s17 needs assessment

##### **Remedies**

- we apologised
- we paid the daughter £304.80 in respect of the failed grant application
- we completed a s17 needs assessment for the son (no needs identified).

We have changed our housing offer around housing allocations and deposits and we refer people for assessments and grant applications at their request even if it is our professional assessment that they do not meet the criteria for a service. And we changed our complaints process so that it's clearer that we translate. We actively promote this to the service users.

[Bristol City Council \(19 006 858\)](#)

#### **Statement - upheld Housing Benefit and Council Tax benefit - 04-Mar-2020**

**Ombudsman summary:** There was fault by the Council. It did not review Mrs B's care plan or advise her, or her family that she was not entitled to housing benefit (HB) to pay the rent of her

flat while she was in residential care. The Council's shortcomings meant Mrs B incurred a debt she may have otherwise avoided. The Council has made improvements to how it handles these situations. It agreed to refund the amount of overpaid HB to Mrs B's estate.

**Bristol's learning, remedy and service improvement plan:**

See case 19 005 844 (below) for remedies as identical remedy applied

[Bristol City Council \(19 005 844\)](#)

**Statement - upheld Assessment and care plan - 04-Mar-2020**

**Ombudsman summary:** There was fault by the Council. It did not review Mrs B's care plan or advise her, or her family that she was not entitled to housing benefit (HB) to pay the rent of her flat while she was in residential care. The Council's shortcomings mean Mrs B incurred a debt she may have otherwise avoided. The Council has made improvements to how it handles these situations. It agreed to refund the amount of overpaid HB to Mrs B's estate.

**Bristol's learning, remedy and service improvement plan:**

**Faults**

The Care plan was not reviewed. The service user and family were not advised that she was not entitled to Housing Benefit to pay the rent of her flat while she was in residential care

**Learning and improvement**

Transfers between teams are handled better, information about tenancies are better recorded, and social workers are aware there are benefit issues when people are living away from a home but have not ended their tenancy. Case transfer guidance was introduced in within Adult Care and Support subsequent to the date that this complaint issue was developed, including clear guidance that SW hand over pertinent information around things like tenancies. We have apologised and we have written off the debt and refunded the amount of overpaid HB

[Bristol City Council \(19 007 854\)](#)

**Statement – upheld - Allocations - 24-Feb-2020**

**Ombudsman summary:** Ms X complained the Council failed to deal properly with her application for housing. There was no delay in the time taken for the Council to award Ms X housing priority and no fault in the way the Council carried out a suitability review of the property it offered her.

But there was fault when the Council failed to consider medical evidence Ms X submitted, but this did not cause her an injustice. Ms X also complained the Council breached data protection legislation but I will not investigate this. This is because matters about data breaches are best left to the Information Commissioner's Office.

**Bristol's learning, remedy and service improvement plan:**

There was no learning associated with this case, the evidence in question was in the normal work queue, and was dealt with within normal time scales. We did not agree with the Investigators assessment that we had failed to consider the medical evidence, as this was considered and relevant priority awarded, however it was not considered worth challenging the decision further as there were no remedies required.

[Bristol City Council \(19 015 501\)](#)

**Statement - upheld - Licensing - 12-Feb-2020**

**Ombudsman summary:** Mr X complains that the Council did not apply the proper discounts before charging him for a property licence. The Ombudsman will not investigate this complaint because the Council has agreed to take appropriate action to remedy any injustice to Mr X.

**Bristol's learning, remedy and service improvement plan:**

There was no learning from this case. The complainant had not provided the right documents, when these were presented the issue was rectified.

[Bristol City Council \(19 000 112\)](#)

**Statement - upheld – Noise - 11-Feb-2020**

**Ombudsman summary:** Ms X complains about the Council's investigation of her reports of noise nuisance from a nearby pub. There was fault by the Council because it disregarded noise from people leaving the pub when it served a noise abatement notice and there was unreasonable delay in its investigations. The Council agreed to remedy the injustice to Ms X by extending its nuisance investigation and making a payment to reflect the distress she suffered.

**Bristol's learning, remedy and service improvement plan:**

Payment was issued to the complainant, and future monitoring of the issue was scheduled, however this was overtaken by the Covid-19 situation which led to the premises in question being closed for some time.

[Bristol City Council \(19 003 940\)](#)

**Statement - upheld - Noise - 27-Jan-2020**

**Ombudsman summary:** Mrs X complains the Council gave her misleading information about what constituted unacceptable noise from works at a neighbouring property. The Council gave incorrect information about working time guidelines and then then wrongly advised it would issue a fixed penalty notice. The Council has reviewed the noise recordings and established no statutory nuisance existed. An appropriate remedy for the injustice caused is agreed.

**Bristol's learning, remedy and service improvement plan:**

Issue was caused by an inexperienced officer providing advice relating to commercial construction limitations with regard to DIY noise which was incorrect. The service has subsequently reviewed which officers should be allocated this type of case.

[Bristol City Council \(19 004 573\)](#)

**Statement - upheld - Refuse and Recycling - 08-Jan-2020**

**Ombudsman summary:** Mr X complains about repeated missed communal bin collections from his block of flats since he moved in around three years ago. The Ombudsman found fault in the Council's repeated failure to prevent missed collections at Mr X's block of flats. This caused him a significant injustice as he had to go to the time and trouble of making several reports and complaints. The Council agreed with our recommendation it should remedy this by apologising to Mr X, monitoring collections going forward and reflecting on how it recognises repeat missed collections.

**Bristol's learning, remedy and service improvement plan:**

The Council has agreed to liaise with the Bristol Waste Company to review its missed collections policy. This is with a view to creating an internal reporting mechanism to highlight when a certain number of missed collections are reported within a specific period at the same location. The number of missed collections to trigger this and the time period will be a matter for discussion between the council and the Bristol Waste Company. BWC's internal reporting mechanism is dependent on the introduction of a new back office reporting system which is still in development. To counter this in the short term the property in question was monitored to ensure no further miss collections occurred.

[Bristol City Council \(19 004 898\)](#)

**Statement – upheld - Homelessness - 16-Dec-2019**

**Ombudsman summary:** Mr X complains the Council told his prospective landlord he intended to claim housing benefit, causing the withdrawal of an offer of a tenancy and embarrassment. He also says it mishandled his request for a review of his housing priority band. The Ombudsman found no fault in the Council's approach. It did not communicate directly with his landlord and it considered Mr X's evidence why it should increase his housing band but disagreed it should. There was fault in how the Council explained its rule on not investigating complaints older than 12 months. While this caused Mr X no significant injustice, the Council agreed to the Ombudsman's recommendation to provide a better explanation to others in future.

**Bristol's learning, remedy and service improvement plan:**

The Council has agreed to add guidance to its complaints policy stating officers applying the 12 month rule should include an explanation of any evidence taken into account when refusing to investigate a complaint for that reason.

[Bristol City Council \(18 019 206\)](#)

**Statement - upheld – Anti-social Behaviour - 12-Dec-2019**

**Ombudsman summary:** The Council delayed acting to remove caravan and vehicle dwellers from a road where Mr C has a business. The Council failed to act to resolve concerns of anti-social behaviour, fly tipping and defecating in the street. The Council delayed dealing with Mr C's complaint and did not address all his issues. The Council failed to keep Mr C informed. Mr C worries about his livelihood due to the impact on his business from customers unable to park or not wanting to pass the vehicles and witness upsetting behaviour. The Council will apologise, pay Mr C £750, ensure to keep him updated, and deal with any future reports without delay.

**Bristol's learning, remedy and service improvement plan:**

The council has introduced an on line reporting system for members of the public to report concerns relating to vehicle dwelling encampments and a page on the council's website provides information about the council's policy and procedures for managing vehicle dwelling encampments with a GIS map which provides up to date information about the council's enforcement activity. The development of the map has enabled the council to maintain real time detailed records of encampments and enforcement activity. The establishment of a lead enforcement role for a Senior Enforcement Officer has improved response times and consistency of operations and communications.

[Bristol City Council \(18 002 671\)](#)

**Statement - upheld - Disabled facilities grants - 09-Sep-2019**

**Ombudsman summary:** The complainant says the Council took from 2015 to consider, commission and manage grant aided adaptations to her home. The complainant says this is too long and as a result she has lived with excessive pain when using her kitchen and bathroom. The Council says it offered a financial remedy for faults and is progressing with the renewed application received in 2017. It says some delay has been due to adjustments to proposals to reflect the complainant's wishes and because of her prolonged absences from home. The Ombudsman finds the Council acted with fault and recommends a remedy.

**Bristol's learning, remedy and service improvement plan:**

Financial remedy issued to complainant. Major delay occurred as the Service cancelled the works following a request to do so by the complainant to the contractor. The service failed to confirm the cancellation of works with the complainant. The Service is reviewing its procedure around client requests to discontinue works by confirming this in writing to the customer, to ensure this cannot happen again.

[Bristol City Council \(18 019 085\)](#)

**Statement - upheld – unspecified category - 09-Aug-2019**

**Ombudsman summary:** Mr B complains the Council has not resolved the problems of litter near to where he lives following a previous complaint to the Ombudsman. He says the Council did not respond to his report of continued littering and then did not respond to his complaint. There was delay in responding to the last investigation decision and fault in how the Council responded to Mr B when he reported continuing problems. There is no fault in the action the Council has now taken to address the problems.

**Bristol's learning, remedy and service improvement plan:**

Apology offered no further action

[Bristol City Council \(18 011 707\)](#)

**Statement - upheld - Refuse and Recycling - 08-Aug-2019**

**Ombudsman summary:** Ms X complained about the Council's failure to address her concerns about the impact of local businesses in her area, waste collection and street cleaning issues and problems with a neighbour. The Ombudsman finds the Council was at fault for delay in responding to her concerns, not addressing them fully during the complaints procedure, and failing to keep in contact with her about what the Council was doing. The Council has agreed to apologise to Ms X, explain how the concerns can be addressed now and pay her £250 to acknowledge the injustice caused to her by its fault.

**Bristol's learning, remedy and service improvement plan:**

Financial remedy issued

[Bristol City Council \(18 015 583\)](#)

**Statement - upheld - Child protection - 08-Aug-2019**

**Ombudsman summary:** Ms F complained the Council did not accept the findings and recommendations of the Children's Stage 3 complaint review panel. Ms F felt the Council did not listen to her and disbelieved her experience of domestic abuse. The Ombudsman found the Council's management of the complaint was fundamentally flawed. To remedy the injustice caused, the Council has agreed to consider the complaint again at stage 2, and if asked, stage 3 of the statutory complaint procedure.

**Bristol's learning, remedy and service improvement plan:**

The Complaint has been investigated at Stage 2 by an independent Investigating Officer and learning has been disseminated as an outcome of this. Ms F has requested that the complaint be



considered at Stage 3. Due to Covid-19, the Stage 3 review panel was postponed as the complainant did not want the Panel to be a virtual meeting. However a Stage 3 Panel is now being progressed. The Council will await the outcome of the Stage 3 Panel and will then respond to the Complainant. No officers involved in the first complaint have been involved in the re investigation.

#### **Remedies**

Apology for handling of complaint, paid £250 for the delay and reinvestigated at stage 2 of procedure

[Bristol City Council \(18 013 368\)](#)

#### **Statement - upheld – Charges - 11-Jul-2019**

**Ombudsman summary:** There was fault by the Council. There was delay in allocating a social worker when a hospital discharged an elderly lady into temporary residential care. The Council has apologised for the delay and agreed to continue to charge the resident as a short stay resident.

#### **Bristol's learning, remedy and service improvement plan:**

There was a delay in allocating a social worker when a hospital discharged the mother into temporary residential care. Bristol has apologised to the complainant for the delay in allocating a social worker

[Bristol City Council \(18 011 917\)](#) **Tim Potter (Local Tax**

#### **Statement - upheld - Council Tax - 17-Jun-2019**

**Ombudsman summary:** The complainant says the Council failed to properly consider her disability and need for reasonable adjustments in communicating with her. The complainant says the Council wrongly issued a court summons adding costs to her council tax account. The Council says it followed proper procedures and therefore will not refund the court costs. The Ombudsman finds the Council at fault and the Council accepts the recommended remedy.

#### **Bristol's learning, remedy and service improvement plan:**

The Council will within four weeks review its practice of inviting people to confirm if they have any form of disability that may need reasonable adjustments for them to engage with a service

A refresher on making reasonable adjustments was part of the team discussion as part of our ongoing evolution of debt recovery, to ensure we have a citizen centric approach to debt. The following subjects were covered, which all relate to this issue both directly and indirectly. These subjects continue to be included in monthly meetings

- Promote an increased take up of welfare benefits, council tax reduction, disabled band reductions, discounts and exemptions from council tax

- Supporting those who need it (via reasonable adjustments, alternative format documentation, communication via sign language & language translators and increasing referrals to third sector and specialist advice agencies. Engaging with debt advice agency support and adopting a more holistic view of debt, means that an individual's repayments to all creditors are more likely to be sustainable.
- aligning our approach to debt where ever possible with the Health & Wellbeing priority theme of the One City Plan

[Bristol City Council \(18 007 493\)](#)

**Statement - upheld - Council Tax - 10-May-2019**

**Ombudsman summary:** Mr B says the Council was at fault for maladministration of council tax charges on his late wife's house, for making unjustified charges for summonses to his daughter and wife and for a failure to provide information on council tax rules and charges. The Council has refunded court costs. It provided sufficient evidence of such costs to the court. However, it wrongly closed Mrs B's council tax account. This was fault for which it has already apologised

**Bristol's learning, remedy and service improvement plan:**

Issue was already resolved by BCC complaints process.

[Bristol City Council \(18 005 149\)](#)

**Statement - upheld - Parking and other penalties - 26-Apr-2019**

**Ombudsman summary:** Mr and Mrs B complain about the conduct of an enforcement agent acting on behalf of the Council. The Ombudsman finds the enforcement agent was at fault in acting in an aggressive and intimidating manner and in forcibly entering Mr and Mrs B's property and failing to leave when requested to do so. The Ombudsman has recommended a remedy for the injustice suffered by Mr and Mrs B.

**Bristol's learning, remedy and service improvement plan:**

Financial remedy and apology issued. Officers to issue guidance to enforcement agents (acting on behalf of the council) that they should not force entry into a property (including pushing past people and putting their foot in the door). Regular contract meetings are held with the Enforcement Agent Company. Enforcement Agents actions are covered by legislation and they were reminded of this – action was taken by the Enforcement Agent company directly with the operative involved in this case.

Complaints made to the EA are subject to regular contract meetings and urgent cases are dealt with ASAP.

22 July 2020

*By email*

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

Dear Mr Jackson

### **Annual Review letter 2020**

I write to you with our annual summary of statistics on the decisions made by the Local Government and Social Care Ombudsman about your authority for the year ending 31 March 2020. Given the exceptional pressures under which local authorities have been working over recent months, I thought carefully about whether it was still appropriate to send you this annual update. However, now, more than ever, I believe that it is essential that the public experience of local services is at the heart of our thinking. So, I hope that this feedback, which provides unique insight into the lived experience of your Council's services, will be useful as you continue to deal with the current situation and plan for the future.

### **Complaint statistics**

This year, we continue to place our focus on the outcomes of complaints and what can be learned from them. We want to provide you with the most insightful information we can and have made several changes over recent years to improve the data we capture and report. We focus our statistics on these three key areas:

**Complaints upheld** - We uphold complaints when we find some form of fault in an authority's actions, including where the authority accepted fault before we investigated. A focus on how often things go wrong, rather than simple volumes of complaints provides a clearer indicator of performance.

**Compliance with recommendations** - We recommend ways for authorities to put things right when faults have caused injustice. Our recommendations try to put people back in the position they were before the fault and we monitor authorities to ensure they comply with our recommendations. Failure to comply with our recommendations is rare. An authority with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

**Satisfactory remedies provided by the authority** - We want to encourage the early resolution of complaints and to credit authorities that have a positive and open approach to resolving complaints. We recognise cases where an authority has taken steps to put things

right before the complaint came to us. The authority upheld the complaint and we agreed with how it offered to put things right.

Finally, we compare the three key annual statistics for your authority with similar types of authorities to work out an average level of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

This data will be uploaded to our interactive map, [Your council's performance](#), along with a copy of this letter on 29 July 2020, and our Review of Local Government Complaints. For further information on how to interpret our statistics, please visit our [website](#).

This year I have had concerns about your Council providing delayed responses to investigation enquiries. In several cases the introduction of a new complaints IT system was cited as the reason for the delay. In some instances, the Council had no trace of our enquiry letters, emails were not responded to, and letters had not been forwarded to the appropriate officers. The Council was unable to access information to respond to one set of enquiries because it was stored on the personal computer of an officer on long term sick leave.

In a further case we had to make additional enquiries because the initial response was incomplete. It was only when a witness summons was threatened that the information was provided. The failure to provide a timely response results in delayed investigations and can cause further frustration to complainants. I trust the Council will consider ways to improve its responses to this office to ensure future investigations are not unnecessarily delayed.

### **Resources to help you get it right**

There are a range of resources available that can support you to place the learning from complaints, about your authority and others, at the heart of your system of corporate governance. [Your council's performance](#) launched last year and puts our data and information about councils in one place. Again, the emphasis is on learning, not numbers. You can find the decisions we have made, public reports we have issued, and the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

I would encourage you to share the tool with colleagues and elected members; the information can provide valuable insights into service areas, early warning signs of problems and is a key source of information for governance, audit, risk and scrutiny functions.

Earlier this year, we held our link officer seminars in London, Bristol, Leeds and Birmingham. Attended by 178 delegates from 143 local authorities, we focused on maximising the impact of complaints, making sure the right person is involved with complaints at the right time, and how to overcome common challenges.

We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. During the year, we delivered 118 courses, training more than 1,400 people. This is 47 more courses than we delivered last year and included more training to adult social care providers than ever before. To find out more visit [www.lgo.org.uk/training](http://www.lgo.org.uk/training).

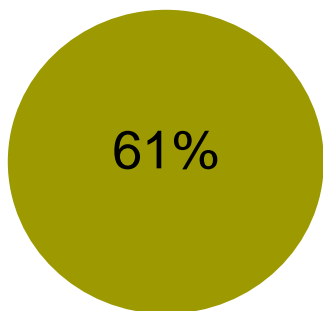
We were pleased to deliver a complaint handling course to your staff during the year. I welcome your Council's investment in good complaint handling training and trust the course was useful to you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M King', with a stylized flourish at the end.

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

### Complaints upheld



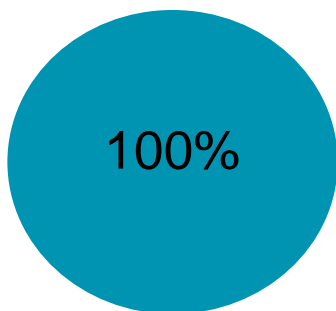
**61%** of complaints we investigated were upheld.

This compares to an average of **56%** in similar authorities.

**20**  
upheld decisions

Statistics are based on a total of 33 detailed investigations for the period between 1 April 2019 to 31 March 2020

### Compliance with Ombudsman recommendations



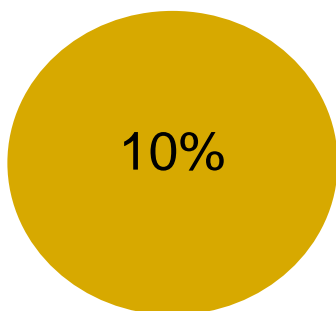
In **100%** of cases we were satisfied the authority had successfully implemented our recommendations.

This compares to an average of **99%** in similar authorities.

Statistics are based on a total of 7 compliance outcomes for the period between 1 April 2019 to 31 March 2020

- Failure to comply with our recommendations is rare. An authority with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

### Satisfactory remedies provided by the authority



In **10%** of upheld cases we found the authority had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of **11%** in similar authorities.

**2**  
satisfactory remedy decisions

Statistics are based on a total of 33 detailed investigations for the period between 1 April 2019 to 31 March 2020