

TRACKER CRIB SHEET

Issues raised during the year **C** **E**

Issues which are brought to the attention of Bristol City Council through any channel.

These issues are recorded on the Tracker by the team who receives the issue.

To be completed by:

C Co-ordinator

E Engineer

As an example, assume 38 issues were raised during the year

Transport Subgroup 1 - "Prioritisation" **C**

The Transport Subgroup discuss the issues raised. An Engineer is not expected to attend this subgroup.

The Subgroup choose 2 to 4 issues for the Engineer to briefly assess for further discussion.

The Subgroup provide a brief justification for choosing these issues – this is recorded in the Tracker.

The Subgroup Committee must be encouraged to drop issues they would never sanction, or would realistically never achieve.

The Subgroup chose issue numbers 17, 24 and 36

Engineer's Report **E**

The Engineer briefly assesses the issues chosen by the partnership. This might involve a quick site visit.

The Engineer adds their findings to the Tracker system.

Transport Subgroup 2 - "Solutions" **E**

The Subgroup discuss the Engineer's findings with the Engineer, and propose potential solutions for each issue.

The Engineer may attend the meeting with some recommended solutions in mind already. Engineer attendance is expected.

The Subgroup agrees 1 to 3 potential solutions for each issue.

The Engineer enters the agreed solutions into the Tracker (either at the meeting, or after the meeting)

In this instance, the Subgroup dropped issue 17 because the Engineer could find no effective solution. Issue 24 had only one workable solution, and issue 36 had three possible solutions which could all be effective.

Costs entered **E**

The Engineer calculates an estimated cost for each solution, and adds this to the Tracker

Neighbourhood Partnership meeting **C**

The Co-ordinator records which solution / scheme was chosen by Councillors for this year

The Partnership chose one solution for issue 36

Works updates **E**

The Engineer adds monthly updates to the Tracker to keep the Partnership up to speed with progress

Additional
information
overleaf

Additional Information

Subgroups and Meetings

Timing

- The Subgroups and the Neighbourhood Partnership meeting must take place at least three months apart in order to allow the Engineer enough time to complete tasks between these meetings

Number of Subgroups

- This process only requires two Transport Subgroups a year as a minimum: Subgroup 1 and Subgroup 2.
- Partnerships may wish to hold more subgroups. For example, Subgroup 1 could be spread over two physical meetings, where Subgroup members consider half of the issues at each meeting.
- The precise number of Subgroup meetings is for the Co-ordinator and Subgroup members to decide, however it is not usually necessary to hold more than 3 or 4 Subgroups as year.

Engineer attendance at subgroups and meetings

- The Engineer is not expected to attend Subgroup 1 meetings to prioritise issues, unless there is another specific item to address
- The Engineer is expected to attend one Subgroup 2 meeting a year
- The Engineer does not need to attend the Neighbourhood Partnership meeting if Councillors indicate they are happy to proceed with the recommendation made at Subgroup 2. Otherwise, the Engineer should attend the Neighbourhood Partnership meeting where guidance and advice is required.

Meeting dates must be added

- Co-ordinators must add their Subgroup and Neighbourhood Partnership meetings into the Tracker

Recording information

Both teams will add issues

- If the Neighbourhood Co-ordinator receives an issue or request directly, or through any of the channels they oversee, they will add this issue to the Tracker
- Likewise, if the Engineer receives an issue, they will add the issue to the Tracker
- There is an exception for S106 and LSTF grants, where Co-ordinators must input the former, and Engineers the latter

Issue title

- In a concise manner, the title must include what the issue is, and its location
- For example; "Difficulty crossing the road at Bay View Ave, near Sea View St", or "Speeding vehicle traffic near Bay View School"
- Titles must avoid jumping straight to a possible solution, for example; "Puffin crossing needed near Bay View School"

Include plenty of detail

- Officers must record as much detail as practicably possible about an issue
- Officers must also include enough detail when an issue progresses through the Tracker
- Plenty of detail should reduce the number of future enquiries, including any risk of confusion

Comments add extra information

- Use Comments to explain an unusual circumstance or delay, e.g. "On hold pending Southmead Hospital Parking review"
- Can also be used to add further detail, or provide Officer steer or input between meetings. Comments can be edited.

Using the Tracker at public meetings

The Tracker can improve the effectiveness of Transport Subgroups

- Updating information in the Tracker while a meeting takes place means that minutes are no longer necessary. The group can agree how the Tracker is updated as the meeting progresses.
- The Tracker will help to structure meetings towards prioritising issues, and agreeing possible solutions

Paper copies can still be used, if necessary

- Officers can print off information from the Tracker using the Report function, and update the Tracker after the meeting