



# Our city

*Your guide to council services and city news*

## Getting involved in your neighbourhood

### Inside:

- £2 million to improve safety
- Beat the recession



Cover picture:  
Members of the  
Greater  
Bedminster  
Community  
Partnership.



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• Don't miss our Benefits Special – see centre pages.



*Our City* is produced 10 times a year and delivered to 182,000 households citywide. Produced by the corporate communications team, it aims to keep residents informed of latest council initiatives and services. If you have any comments on the publication, please write to **Our City Feedback**, Room U05, The Council House, College Green, Bristol BS1 5TR or email: [corporate.communications@bristol.gov.uk](mailto:corporate.communications@bristol.gov.uk) (please include your name, address and a daytime telephone number).



Our City news

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## Success in Bristol's schools

Bristol is celebrating the opening of the Bridge Learning Campus which is now providing education and training for adults, children and young people from the age of three upwards in Hartcliffe. It is believed to be the country's first 'all-through' education centre to be run by a trust.

Mark Davies, Chief Executive of the Bridge Learning Campus, said: "The Bridge Learning Campus will provide 'schools within a school' – each having its own space and its own distinctiveness, yet sharing our overall vision and aims for transforming expectations, aspirations, opportunities and standards."

He added: "Together with our trust partners, City of Bristol College, the University of the West of England and Bristol City Council, we have created a fabulous learning centre for the local community."

- Bristol can also celebrate that it no longer has any schools deemed in need of 'special measures' by government inspectors, Ofsted. Seven primary schools were judged as outstanding in 2008 and it is hoped more will reach this category in 2009.

*Pictured: Emilene Davis, Mia Richards, Sarah Harper, Harrison Bastafield, Jason Ash, Callum Hill and Charlie Marshfield from the primary, secondary and post-16 centres at the Bridge Learning Campus, Bristol.*



Photo: Neil Phillips/Skanska

## Ready, set... go for Bristol's 10k

Entries are now open for Bristol's 10k run, with a web-based training programme available to help you get ready for the big race.

The training programme gives top tips on distance running and has been designed to help runners gradually build up strength and stamina in preparation for the race on Sunday, 10 May.

Every runner taking part has the chance to support the two official charities – St Peter's Hospice and international children's charity Coco – through sponsorship.

The Bristol 10k race starts and finishes at Anchor Road. The flat route follows the A4, along the



historic floating harbour and River Avon.

The first council-organised 10k race in 2008 proved hugely popular, with over 5,000 runners

taking part. It is anticipated that even more runners will participate this year. If you're thinking of taking part in the Bristol 10k visit [www.bristolhalfmarathon.com](http://www.bristolhalfmarathon.com)

## Involving you in planning

Bristol City Council has adopted a new Statement of Community Involvement (SCI) setting out how it will involve residents in planning decisions in our city.

The SCI also sets out the council's expectations for how developers should involve the community in the 4,500 planning applications submitted to the council each year.

Developers are expected to make genuine efforts to provide local people with effective opportunities to have a say on emerging schemes.

The SCI is available at [www.bristol.gov.uk/bdf](http://www.bristol.gov.uk/bdf) or call 0117 903 6728 for further details.

## Top awards for Cabot Circus

Cabot Circus, Bristol's £500 million retail and leisure destination, has won three top industry awards – and Bristol City Council's work in partnership with developers Bristol Alliance has been key to its success.

Cabot Circus has beaten an international short list to win the coveted Best Shopping Centre of the Year 2008 award at the MAPIC retail event in France – and has taken the Supreme Gold prize in the British Council of Shopping Centre Awards 2008.

The scheme has also scooped the European Standard Parking Award for the high level of design, safety and customer service provided by



its 2,500-space car park. The council worked with the Bristol Alliance to secure the land needed for Cabot Circus and then managed the planning process, co-ordinated road planning and

traffic management and provided advice and guidance on structural and building safety. The council also advised on urban design, landscaping, public art and access for disabled residents.

## Hard surfacing your front garden?

New rules now apply to householders wanting to hard surface their front gardens. If you are thinking of paving your front garden to create a hard-standing or drive you must check if you need planning permission.

Planning permission is required to lay traditional impermeable driveways that allow uncontrolled runoff of rainwater from

front gardens onto roads because this can contribute to flooding and pollution of waterways.

Planning permission is not required if the new driveway or hard-standing uses permeable or porous surfacing – such as gravel, permeable concrete block paving or porous asphalt – which allows water to drain through or if the rainwater is directed to a lawn or border to drain naturally.

The new rules apply to all hard surfaces with a surface area of more than five square metres in the

front gardens of houses and include the replacement of existing hard-standings.

If you go ahead and lay a traditional impermeable driveway without planning permission it is possible the council will take enforcement action against you.

'Guidance on the permeable surfacing of front gardens' is available at [www.communities.gov.uk](http://www.communities.gov.uk) and you can get advice on whether planning permission is required in your case by calling the council on 0117 922 3057.

## £2 million improvement at Lansdowne Court

Bristol City Council has unveiled £2 million worth of improvements to a major block of council homes at Lansdowne Court in Easton.

Cllr Judith Price, Cabinet Member for Homes and Streetscene, unveiled the new and improved Lansdowne Court with local tenants, ward councillors and development partner Rok.

Over the past 18 months, the building – which is home to 128 households – has been given a major facelift. It has been given new external cladding,



a new roof and new windows for all flats and communal areas. Many properties also received new kitchens and bathrooms and were rewired.

● If you would like this information in a different format, for example braille, audiotape, large print or computer disk or a community language, please contact the corporate communications office. Telephone 0117 922 2650.

# What's on in Bristol

## LISTINGS

**Going Underground: Hands on Family Activity**, 1 March 2009, Bristol's City Museum & Art Gallery  
[www.bristol.gov.uk/museums](http://www.bristol.gov.uk/museums)  
 ☎ 0117 922 3571

**Eliades Ochoa**, 1 March 2009, Colston Hall  
[www.colstonhall.org](http://www.colstonhall.org)  
 ☎ 0117 922 3686



**Brainiac**, 19 March 2009, Colston Hall  
[www.colstonhall.org](http://www.colstonhall.org)  
 ☎ 0117 922 3686



**The Solid Silver Sixties Show**, 20 March 2009, Colston Hall  
[www.colstonhall.org](http://www.colstonhall.org)  
 ☎ 0117 922 3686

**Anton and Erin: Cheek to Cheek**, 24 March 2009, Colston Hall  
[www.colstonhall.org](http://www.colstonhall.org)  
 ☎ 0117 922 3686



**Lemar**, 2 April 2009, Colston Hall  
[www.colstonhall.org](http://www.colstonhall.org)  
 ☎ 0117 922 3686



**Russell Watson**, 15 April 2009, Colston Hall  
[www.colstonhall.org](http://www.colstonhall.org)  
 ☎ 0117 922 3686



**China: Journey to the East**, until 19 April 2009, Bristol's City Museum & Art Gallery  
[www.bristol.gov.uk/museums](http://www.bristol.gov.uk/museums)  
 ☎ 0117 922 3571

**The Zombies: Odessey and Oracle and Beyond**, 23 April 2009, Colston Hall  
[www.colstonhall.org](http://www.colstonhall.org)  
 ☎ 0117 922 3686

**Only Men Aloud!**, 30 April 2009, Colston Hall  
[www.colstonhall.org](http://www.colstonhall.org)  
 ☎ 0117 922 3686

**Basement Jaxx**, 1 May 2009, Colston Hall  
[www.colstonhall.org](http://www.colstonhall.org)  
 ☎ 0117 922 3686



**Bristol 10k road race**, 10 May 2009  
[www.bristolhalfmarathon.com](http://www.bristolhalfmarathon.com)

**Nick Lowe**, 15 May 2009, Colston Hall  
[www.colstonhall.org](http://www.colstonhall.org)  
 ☎ 0117 922 3686

**George Thorogood**, 22 May 2009, Colston Hall  
[www.colstonhall.org](http://www.colstonhall.org)  
 ☎ 0117 922 3686

**Leon Jackson Same Difference**, 27 May 2009, Colston Hall  
[www.colstonhall.org](http://www.colstonhall.org)  
 ☎ 0117 922 3686

**Open University advice desk**, 5 June 2009, Bristol Central Library  
[www.bristol.gov.uk/libraries](http://www.bristol.gov.uk/libraries)  
 ☎ 0117 903 7202

**Bristol Choral Society**, 13 June 2009, Colston Hall  
[www.colstonhall.org](http://www.colstonhall.org)  
 ☎ 0117 922 3686

**Intellectual property: Free clinic**, 16 June 2009, Bristol Central Library  
[www.bristol.gov.uk/libraries](http://www.bristol.gov.uk/libraries)  
 ☎ 0117 903 7202

**The Wiggles: You Make Me Feel Like Dancing**, 22 June 2009, Colston Hall  
[www.colstonhall.org](http://www.colstonhall.org)  
 ☎ 0117 922 3686

## HIGHLIGHTS



**Sport Unlimited** is an exciting new term-time programme of sports and activities for young people aged between 10 and 19.

Sports include athletics, boxing, cheerleading, dance, football, mountain biking, netball and many more. There's no need to book – just turn up, register and pay for your chosen activity.

Visit the Sport Unlimited website to see the full list of activities and to find out what's happening near you.

[www.bristol.gov.uk/sportunlimited](http://www.bristol.gov.uk/sportunlimited)



One of the faces from Jonathan Stone's Facedance video installation

## The Bhangra Project

Bristol's Central Library is hosting three exhibitions in March as part of the Bhangra Project, the biggest ever bhangra celebration in southwest England.

Soho Road to the Punjab is an exhibition mapping 50 years of bhangra music, culture and style in the UK. Facedance exhibits video portraits of people listening and dancing with their face to their favourite music. Mudslide is an artist's book made of silk in which Punjabi culture and tradition are explored.

These events are at the Bristol Central Library until 20 March 2009.

[www.bristol.gov.uk/libraries](http://www.bristol.gov.uk/libraries)  
 ☎ 0117 903 7202

# Making people feel safer at home

**Working with its partners in Safer Bristol, the council is investing almost £2 million this year to help cut crime and enable people to feel safer where they live.**

As part of this drive, the council's investment will help expand and relaunch the city's trailblazing Bobby Vans scheme as the new-look Safer Homes programme.

Safer Homes will employ specialist carpenters to fit simple security and safety equipment – such as bolts, chains, viewers and smoke alarms – in people's homes, building on the successful eight year track record of the Bobby Vans.

When fully operational, the new-look squad of eight vans – three more than at present – will aim to secure at least 5,000 homes across the city each year. The carpenters are vetted and employed by Avon and Somerset Police and the scheme is run by the Avon and Somerset Police Community Trust, a registered charity.

Statistics show that more than one in 10 homes that have already been burgled are targeted again by criminals. Once the Safer Homes team has visited and installed security improvements, this falls to just one in 100 homes.

The team is expected to help cut burglaries in the city by 1,200 over the next three years.

The free service is only open to residents referred to it by the police or other key public agencies. Those who benefit include known victims of crime – including hate crime and domestic abuse – and people identified as potential victims or as living in identified crime hotspots.



*Safer Homes carpenter Will Sandham fitting a new lock at one Bristol home*

## Greater presence on the streets

**As part of its investment, Bristol City Council has helped increase the number of Police Community Support Officers (PCSOs) by over a third, expanding the team to 132 officers.**

PCSOs play a vital role in policing Bristol and help to combat problems such as anti-social behaviour and underage drinking.

The extra officers will be deployed across Bristol to ensure maximum impact and provide a uniformed presence in specific areas.

Funds will also be allocated to maintain and support the number of Community Safety Officers (CSOs) who work to keep Bristol safe.

Cllr Derek Pickup, Cabinet Member for Care, Tackling Deprivation and Crime, said: "We want our city to be safer and healthier and we are taking major practical steps to ensure this.

"This extra council funding to radically increase the number of PCSOs across the city, the Community Safety Officers and the Safer Homes teams demonstrates our commitment to give our wholehearted support to making Bristol one of the safest cities in the world."

The Safer Homes scheme, PCSOs and CSOs are part of a number of initiatives managed by Safer Bristol. The partnership brings together all the key players involved in tackling crime and drug misuse, including Bristol City Council, the police and probation service, the health service and voluntary sector.

● For more information visit the Safer Bristol website at [www.saferbristol.org.uk](http://www.saferbristol.org.uk)

## Simple steps to reduce your risk

Safer Homes carpenter Richard Read said everyone can join the fight against burglary and stay safe in their homes with a few simple measures.

"A surprising number of people still leave their houses unsecured, which is exactly what opportunist burglars are hoping for."

### Richard's tops tips:

- Don't leave your house vulnerable. Always use your mortice lock and make sure windows are locked at night and when you go out.
- Burglars will rarely target houses they think are occupied, so use timers to turn on lights, TVs or radios when you are out.
- Never leave valuables on show or advertise your possessions by putting out packaging from expensive electrical items for recycling the day before the collection date.

# Shape your community through

Bristol is transforming the way local communities can influence how council services are provided. Bristol City Council is rolling out its programme of Neighbourhood Partnerships – the eleventh was launched in late 2008. *Our City* outlines what these partnerships are all about and how you can get involved.

## Neighbourhood Partnerships – your questions answered

### ? What is a Neighbourhood Partnership?

A Neighbourhood Partnership is new way of bringing together local councillors with residents, statutory agencies – like the police, health services and schools – and voluntary and community groups to improve services.

Under the initiative, each partnership identifies local problems and issues that need resolving, and seeks solutions. Partnerships help decide what the local priorities are and how they can be addressed.

### ? What area does a partnership cover?

Each Neighbourhood Partnership is made up of two or three wards. A ward is a section of the city that has been established for electoral purposes. There are currently 35 wards in Bristol.

### ? What about money?

Each Neighbourhood Partnership has a small budget of its own and local residents will be able to influence how this is spent.

There is also nothing to stop local groups from raising additional funds for a 'community chest' to spend on their own local priorities. Some groups across the city have already begun to pilot ways of raising extra money.

From April 2009, there will be £10,000 available per ward to spend on locally agreed priorities. So, a two-ward partnership will have £20,000 and a three-ward partnership will have £30,000. The money is allocated to the Neighbourhood Partnership and can be spent within the area.

### ? What can a partnership do?

A typical Neighbourhood Partnership will undertake the following activities.

- Draw up a local action plan that highlights areas or problems that need to be addressed locally
- Work with local service providers to deliver the local action plan
- Apply for funding from other sources (such as the lottery or charitable trusts) to spend on projects in the area
- Co-ordinate campaigns or projects to improve local services
- Hold events or consultations (such as surveys or questionnaires) to find out what sort of things local people would like to see improve
- Hold an annual community conference where local people can find out what has been achieved in the past year, and say what the local priorities should be for the next year.

### ? What about making decisions?

Although Neighbourhood Partnerships do not have formal decision-making powers, they are able to ask council staff to address issues. In the future, Neighbourhood Partnerships may have more of a role in deciding on local decisions currently made by council officers.

### ? How do I get involved?

Members of each partnership decide how they want to operate. There are different ways to get involved: as a volunteer working on an issue that the partnership wants to address, attending partnership meetings and events, or talking to people to encourage them to get involved in the partnership.

### ? What support can we get?

Development workers from the council's Community Development team help support each partnership. The council will also be looking at developing ways to ensure that each partnership has access to strategic-level senior council officers.

### ? How else can I participate?

The council has also been trying to help local communities set up online neighbourhood forums to help feed in to Neighbourhood Partnerships.

These forums have a steering committee which can provide support and consider topics, rules and policies. Ideally, the committee would include representatives from some of the public services in that area – such as local councillors, police and community groups – as well as local people. If you are interested in setting up an online neighbourhood forum in your area, please contact the council's consultation team at [consultation@bristol.gov.uk](mailto:consultation@bristol.gov.uk) or 0117 922 2848.



# Neighbourhood Partnerships

## Case study: **Bedminster**

Greater Bedminster launched its Neighbourhood Partnership in March 2007 and there are now over 100 members. Membership is open to anyone who lives or works in the Southville or Bedminster area.

In the nearly two years the partnership has been running it has looked at issues such as trees, parking, local planning, noise and police activities.

Ben Barker, secretary for the Greater Bedminster Community Partnership (GBCP), said: "For me the Neighbourhood Partnership is a sort of dating agency. We keep finding that the council, the police and local groups are all interested in similar things, whether it's improving facilities for young people or encouraging people to shop locally."

Ben said the work of local park support groups started the partnership off: "Some of these groups have been working with the parks department, sports unit and police for years. These have been very fruitful collaborations, leading to improved green spaces across Greater Bedminster. It works for parks and we are finding it works for other services too."

Matthew Symonds, Joint Chair of the GBCP, said: "The partnership has helped to support lots of



local community and residents' groups with small grants through a community chest fund that we launched last year using some of the Neighbourhood Partnership funding.

"Projects including clean-ups, a community garden, and writing and performing a local play have received grants. Each is quite small, but

together they are really contributing to improving the area."

The Bedminster partnership is now focussing on better co-ordinated services for older people and younger people in the area, traffic issues such as parking and speeding, improving the local economy, and crime and public order issues.

## Bristol's Neighbourhood Partnerships

If you have any questions or would like more information on how to get involved in your local Neighbourhood Partnership contact the relevant person listed below.

■ **Avonmouth and Kingsweston**  
Sam Parker on 0117 922 3029 or sam.parker@bristol.gov.uk

■ **Bedminster and Southville**  
Ben Barker (Greater Bedminster Community Partnership secretary) on 0117 963 3652 or benbarker@blueyonder.co.uk

■ **Bishopston, Cotham and Redland**  
Jo Holmes on 0117 903 6898 or johanna.holmes@bristol.gov.uk

■ **Bishopsworth, Hartcliffe and Whitchurch Park**  
Heather Williams on 0117 903 8044 or heather.williams@hwcp.org.uk

■ **Brislington East and Brislington West**  
Lorna Heaysman on 0117 903 6441 or lorna.heaysman@bristol.gov.uk

■ **Cabot, Clifton and Clifton East**  
Ariaf Hussain on 0117 903 6825 or ariaf.hussain@bristol.gov.uk

■ **Filwood, Knowle and Windmill Hill**  
Valerie Talbot on 0117 908 4247 or valerie.talbot@bristol.gov.uk

■ **Frome Vale, Eastville and Hillfields**  
Jo Holmes on 0117 903 6898 or johanna.holmes@bristol.gov.uk

■ **Henbury and Southmead**  
Sam Parker on 0117 922 3029 or sam.parker@bristol.gov.uk

■ **Hengrove and Stockwood**  
Ariaf Hussain on 0117 903 6825 or ariaf.hussain@bristol.gov.uk

■ **Henleaze, Stoke Bishop and Westbury-on-Trym**  
Jayne Anstis on 0117 903 6442 or jayne.anstis@bristol.gov.uk

■ **Horfield and Lockleaze**  
Abdul Razak Dahir on 0117 903 6409 or abdulrazak.dahir@bristol.gov.uk

■ **St George East and St George West**  
Abdul Razak Dahir on 0117 903 6409 or abdulrazak.dahir@bristol.gov.uk

# State of the City debate drives change

Key decision makers from throughout Bristol met in late 2008 to define the council's priorities for the future.

They also explored how the city's prosperity can grow and be shared by everyone.

Hosted by the new Bristol Partnership, the State of the City Conference and Debate took place at the Council House and was attended by around 200 people, representing public, private and voluntary sector stakeholders and agencies from across the city, as well as residents.

The event was based around a series of eight workshops asking questions such as: "Is Bristol's economy robust enough to withstand the recession?" and "How can Bristol take the opportunities arising from growth over the next 20 years, yet still become a European green capital?"

The workshops were followed by a State of the City debate, which gave councillors the opportunity to hear from the Chairs of each of the workshops and debate their findings and recommendations.

## The issues covered

The State of the City debate covered a wide range of issues including:

- the continuing need of the council and its partners to work together to drive forward change for the benefit of everyone in Bristol
- an agreed desire to create the thriving neighbourhoods which are vital to a successful city
- the need for a strong city leadership that provides vision and direction for Bristol
- celebrating Bristol's culture and diversity – key to the success of the city
- the importance of clear engagement and dialogue with local people
- empowering local people to get involved and support the council's aspirations for Bristol to become a European green capital.

There was also discussion around the need for transport improvements to tackle congestion, investing in Bristol's cultural facilities and activities, the need for new infrastructure to support Bristol's growing population and new housing.

## Commitment to change

Helen Holland, Leader of Bristol City Council, said: "The energy and commitment of all the people at the workshops, sharing the challenges facing the city, gives a real boost to the council and our partners.

"We are committed to working together towards a more sustainable Bristol, creating safer and healthier, thriving neighbourhoods where all residents can say they are proud to live."

John Savage, Chair of the Bristol Partnership, said: "The conference was a timely opportunity to mark the launch of the new Bristol Partnership and to listen to and mark the ideas and advice of key players in the city. I believe that we can now make a step change in the concept of partnership working for the good of all."

The outcomes of the workshops and the debate will be forwarded to the Bristol Partnership Executive Board for consideration in the ongoing development of the City Strategy. The City Strategy 2008–18, the city's sustainable community strategy, provides the overarching strategic framework which all partners work within to deliver visible and long-term benefits for the city.

### ● Find out more:

You can watch a full webcast of the State of the City debate at [www.bristol.gov.uk/webcast](http://www.bristol.gov.uk/webcast)



# Helping find Bristol's missing £millions...

Benefits Special

## Extra cash for people over 60

**Are you worried about paying winter fuel bills?**

**You might be missing out on unclaimed benefits.**

**Read on to find out more – it all adds up!**

Thousands of older people in Bristol are missing out on millions of pounds in unclaimed benefits – pension credit, attendance allowance, carers allowance, council tax benefit etc.

This money isn't paid automatically – you have to make a claim. Some older people believe that if you have any savings you can't claim extra, but this not the case. Others are put off from going ahead because they don't like to ask.

But the money is there to be claimed – and could help you pay this winter's gas and electricity bills. Sometimes people wonder whether it's worth claiming say £5 per week – but that adds up to over £300 a year – perhaps enough to pay a winter gas bill.

The following people can all claim extra help. You may be in a similar situation, or know someone who is. On the next page, there are details of how to go ahead with making a claim.

**Angela** is aged over 80. She gets a state pension of £90.70 per week, and a works pension of £23.50 a week: total £114.20.

Angela has less than £6,000 in savings. Her rent for her flat, and council tax, are already covered in full by housing and council tax benefits.

- Angela is also entitled to pension credit of £23.65 which she can claim by making one phone call.
- At the start of her claim she gets a lump sum of £307.45 because her pension credit will be backdated for three months – that's a real help with paying the bills!

\*A single person aged between 60 and 65, in Angela's situation, would get pension credit of £9.85, increasing to £23.65 when they turned 65.



**Donald and Doreen** are both over 80, and live in a rented house. Their state pensions and a works pension add up to £183.10 per week. They have less than £6,000 savings. Their rent and council tax are already covered by housing benefit and council tax benefit.

- They are entitled to £28.63 pension credit and £372.19 backdated pension credit.

Doreen is not in good health and as she gets older, she becomes more frail, and is sometimes confused. Now Donald helps her with such things as getting up,

getting washed and dressed, and at mealtimes. She's a bit unsteady on her feet and at risk of falling as she moves around the house, so he keeps an eye on her.

- Doreen is now entitled to £44.85 a week attendance allowance.
- Donald can make a claim for carers allowance – he won't actually get paid carers allowance but will get extra pension credit instead.
- Their pension credit payments go up to £56.38 a week, on top of the attendance allowance and their pensions – so they can afford the heating they need.

• **Extra cash for people over 60 – Benefits Special**

**Brenda and Brian** are in their 70s. They have paid off their mortgage, and have two retirement pensions, plus a works pension; total £205.25 per week.

Their council tax is paid in full by council tax benefit. They have £11,000 savings.

- Brenda and Brian are entitled to £15.77 per week pension credit.

- They will also get a lump sum of £205 backdated pension credit.
- They will get £3.10 less council tax benefit per week, but this change won't be backdated. So from the start of their pension credit claim they will be £12.67 per week better off – that's £658 a year, which should cover the electric bills!



**Colin** is in his 70s, lives on his own and has paid off his mortgage. His state pension and works pension add up to £188 per week. He has £9,000 saved.

- Colin's income is too high to get pension credit, but he is entitled to money off council tax – £6.53 council tax benefit per week on a Band B property.
- That's £340 a year extra – so he now has more money for heating.
- His council tax benefit will be backdated three months, a lump sum of £84.89 off this year's bill.



• **How to claim pension credit**

To check whether you are entitled, and make a claim, phone the **Pension Credit Claim Line** on **0800 99 1234**

8am–8pm Monday to Friday  
9am–1pm Saturday

Textphone **0800 169 0133**

[www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk)

• **How to claim council tax/housing benefit**

If you, or someone who helps you, can fill in a claim form, ring **0117 922 2300** and ask for a form to be sent to you. As long as you send this back within a month, your claim will start from the date of your call.

You can also download a form from the council's website, but

your claim will not start until the form is received.

You may also need to provide proof of your income and savings. You can send documents with the form, or if you prefer, take them to a Bristol City Council Customer Service Point, so that copies can be taken.

If you cannot fill in a form, ring **0117 922 2300** and say you are over 60, and would like to claim council tax benefit, but you need someone to come out and help you with the form.

The person who comes out to help you will also need to see the documents to show your income and savings.

• **If you're still not sure what to claim**

We can provide a personal benefit check for people aged 60 plus. Tick here if you would like an adviser to ring you.

• **How to claim attendance allowance**

This is a benefit for people 65 or over, who need:

- help with personal care such as washing, bathing, or getting dressed
- help with communicating due to difficulties seeing or hearing
- someone around to keep an eye on them, for example because of falls, dizzy spells, or mental health needs.

Tick here if you would like to be sent a claim form and more information about attendance allowance.

- The factsheets are in print this size. If you would like them sent to you in large print, please tick.

Mr/Mrs/Ms/Miss First name:

Last name:

Date of birth:

Phone number:

Address:

Postcode:

- If you would like information in a different format or another language please state here:

Please put this slip in an envelope (you do not need a stamp) and send it to:  
**Over 60s take-up campaign, Bristol City Council, Freepost (BS569/19) Bristol, BS1 5BR**

- *Disability living allowance for people under 65*

# Difficulties getting out and about?

You could be missing out on extra money...

... If you are under 65 and have difficulty getting around outdoors, you could be entitled to disability living allowance for mobility.

Disability living allowance can be paid whether you are:



**working**

**or**



**not working**



Disability living allowance (DLA) has two parts, one of which is for people with mobility difficulties.

## ***Who can get disability living allowance for mobility?***

People who are unable to walk or who have severe difficulty walking. For example, if you have problems walking because of:

- severe asthma
- severe back pain
- breathlessness
- chronic fatigue syndrome
- arthritis
- heart condition

People who can walk, but who need help outdoors in unfamiliar areas. For example, if you need someone with you outdoors because of:

- depression
- learning difficulties
- visual impairment
- incontinence problems
- epilepsy
- agoraphobia

These are only examples – it is how your impairment affects you that is important.

# More about disability living allowance mobility

- DLA mobility component pays you either £17.75 or £46.75 per week.
- You can spend the money as you want.
- It does not matter how much benefits, other income or savings you have. They will not be affected. You do not have to declare income or savings on the claim form.
- DLA is paid on top of any other benefits or pensions you may get.

## If you do not get any disability living allowance at the moment

You can also get DLA for “care” needs, as well as mobility, if applicable. You must be under 65 when you claim.

To make a claim for DLA, fill in the coupon at the end of the page. We will order a claim form for you and send you a factsheet. This has more information about who can get DLA care and mobility components, and gives you tips on how to fill in the claim form.

## If you already get disability living allowance for your care needs

If your circumstances change and you start to have mobility difficulties, you can ask for your claim to be looked at again.

You must have had mobility problems for at least three months and be likely to have them for a further six months.

You must be under 65 when your mobility problems started.

**Warning:** If you ask for your DLA to be looked at again, it is possible that your current award

might also be looked at again and it could be changed. If your care needs have stayed the same, it is unlikely that your current award will be affected.

For more information about asking for your DLA claim to be looked at again, fill in the coupon at the end of the page. We will send you a factsheet with more details and a form you can send to the Department for Work and Pensions. You will also get details of our helpline, so you can ring an adviser if you are concerned about asking for your claim to be looked at again.

## Other help with getting around

### The Motability Scheme

If you get the high rate of DLA mobility and your award has at least a year to run, you can use this money to hire or buy a car through the Motability Scheme. For further details contact Motability on 0845 456 4566. [www.motability.co.uk](http://www.motability.co.uk)

### Road tax

If you get DLA high rate mobility component you can apply for exemption from vehicle excise duty. Details of how to claim this are sent to you with your letter telling you that you are entitled to DLA high rate mobility, or phone the DLA unit on 0845 712 3456. Textphone 0845 722 4433

### Public transport

**Bus travel:** If you have mobility difficulties, you may be entitled to free off-peak bus travel. Blind or partially sighted residents of Bristol are eligible for a Platinum Travelcard for free bus travel in the city at all times.

For further information telephone 0117 922 2600.

[www.bristol.gov.uk](http://www.bristol.gov.uk)

**Rail travel:** You can buy a disabled person’s railcard which entitles you and an adult companion to one-third off the cost of most train journeys. This includes people who get DLA mobility. For further information contact the Disabled Person’s Railcard Office on 0845 605 0525.

Textphone 0845 601 0132

[www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)

### Blue Badge Scheme

The Blue Badge Scheme provides parking concessions for some disabled people.

Full details and examples are available at [www.direct.gov.uk](http://www.direct.gov.uk)

To apply in Bristol, telephone 0117 922 2600.



## How do I claim DLA for mobility? Fill in the tear-off coupon Tick one of the boxes below to tell us if you already get DLA

Please tick:

I want to make a **new claim** for disability living allowance. Please arrange for a claim form to be posted to me, and send me your factsheet to help me fill in the form.

OR

I **already get** disability living allowance. Please send me a factsheet giving me details of the mobility part of DLA, and how to claim it.

The factsheets are in print this size. If you would like them sent to you in large print, please tick.

• If you would like information in a different format or another language please state here:

Mr/Mrs/Ms/Miss

First name:

Last name:

Date of birth:

Phone number:

Address:

Postcode:

Please put this slip in an envelope (you do not need a stamp) and send it to:  
**DLA take-up campaign, Bristol City Council, Freepost (BS569/19) Bristol, BS1 5BR**

# Recycling: Keep up the good work

**New statistics show that Bristol residents are excelling at recycling and reducing waste.**

**Your efforts have made Bristol the best city in the UK at reducing the amount of waste going to landfill.**

In the 12 months leading up to November 2008, our city produced only 260 kilos of non-recyclable waste per household – compared to a national average of around 333 kilos for each home.

Over the same period, residents recycled nearly 59,000 tonnes of material – equivalent to the weight of more than 200 Airbus A380 planes.

This included recyclable and compostable material collected from 180,000 households and material taken by residents to the city's Household Waste Recycling Centres.

Now councillors are reassuring residents that every bit of the waste they make available for recycling will actually be recycled and will not be stockpiled and or simply buried in 'landfill' sites, as some recent national media reports have claimed is happening in some part of the country.

Cllr Judith Price, Cabinet Member for Homes and Streetscene, said: "Our contract with one of the largest waste management companies in the world currently means that waste will continue to be recycled as normal and will not be stockpiled or end up in landfill."

"Bristol residents excel at recycling. We thank them for their efforts and urge them to keep up the good work."

James Smith, Recycling Manager for SITA – the council's contractors – said: "The current market situation has not significantly affected operations. SITA is currently still able to find markets for all the recycling it collects. We thank residents for the part they play in putting their recyclable waste out for collection – and praise the hard work of our crews who collect it."

## Where does it go?

Most of the collected waste is sent for recycling in the UK.

- Cans, aerosols and foil are turned into new cans and foil containers in Cricklade, Wiltshire.
- Glass is taken to Harlow, Essex.



*SITA crew Roger Barnes and Geoff Smith with Cllr Judith Price. Up to 50 collection vehicles and 100 staff are on rounds in Bristol each day*

- An organisation in West Manchester sends textiles and shoes in good condition to developing countries, the rest are shredded for mops and cloths.
- Newspapers and magazines go to Deeside and Belgium to make recycled paper.
- Organic waste is turned into compost in Dorset for use on farmland.

## Reducing and reusing

Bristol's efforts to reduce the amount of waste people throw away were recognised in a survey by the recycling industry's *Resource* magazine. The survey looked at the amount of non-recyclable waste produced across the country.

Bristol produced the fifth lowest amount of non-recyclable waste with 258.6 kilos for each home

a year. Lincolnshire County Council produced the least with 241.4 kilos, followed by the county councils of Cambridgeshire, and Somerset, and Bath and North East Somerset Council.

## What you recycled

From January to November 2008, Bristol residents recycled:

- 15,000 tonnes of paper
- nearly 10,500 tonnes of glass
- over 21,000 tonnes of food, cardboard and garden (also known as organic) waste.

Recyclables collected from the kerb made up 35% of Bristol's total waste in the last 12 months.

# Beat the recession

With money tight and a difficult year ahead, *Our City* looks at the advice and support available from Bristol City Council and its partners to help you manage in 2009.

## Borrowing responsibly

As things get tight the offers made by loan sharks may be a tempting way of getting access to some extra money. However, loan sharks operate outside the law and without any regulation. They usually charge very high interest rates and sometimes use violence and intimidation to frighten people who can't repay.

To report a loan shark call the South West Illegal Money Lending Team anonymously any time on **0300 1234 247**. Victims who contact the team will also be offered support and given confidential advice from specially trained debt advisors.

Legal moneylenders are licensed by the Office of Fair Trading and must follow strict procedures and regulations enforced by Trading Standards. If you have any doubt about the legality of a money lender or credit offer call the Consumer Credit Public Register on **020 7211 8608** or Consumer Direct on **0845 04 05 06**.

If you are having trouble meeting your mortgage payments, speak to your lender to see if you can reduce them or to find out how else they can help you. If you are homeless or threatened with homelessness, the council has services to help.

If you are a family with children, or are expecting a child, contact the Family Housing Service on **0117 353 4007** or [family.homelessness@bristol.gov.uk](mailto:family.homelessness@bristol.gov.uk)

Single people and childless couples can contact the Hub centre on **0117 914 1188** or [the.hub@bristol.gov.uk](mailto:the.hub@bristol.gov.uk)

- If you're unable to get a loan it's worth checking your credit record. A good credit reference will make it more likely that you can get a loan. If there are mistakes in what a reference agency knows about you, your record can be corrected.



## Information and advice

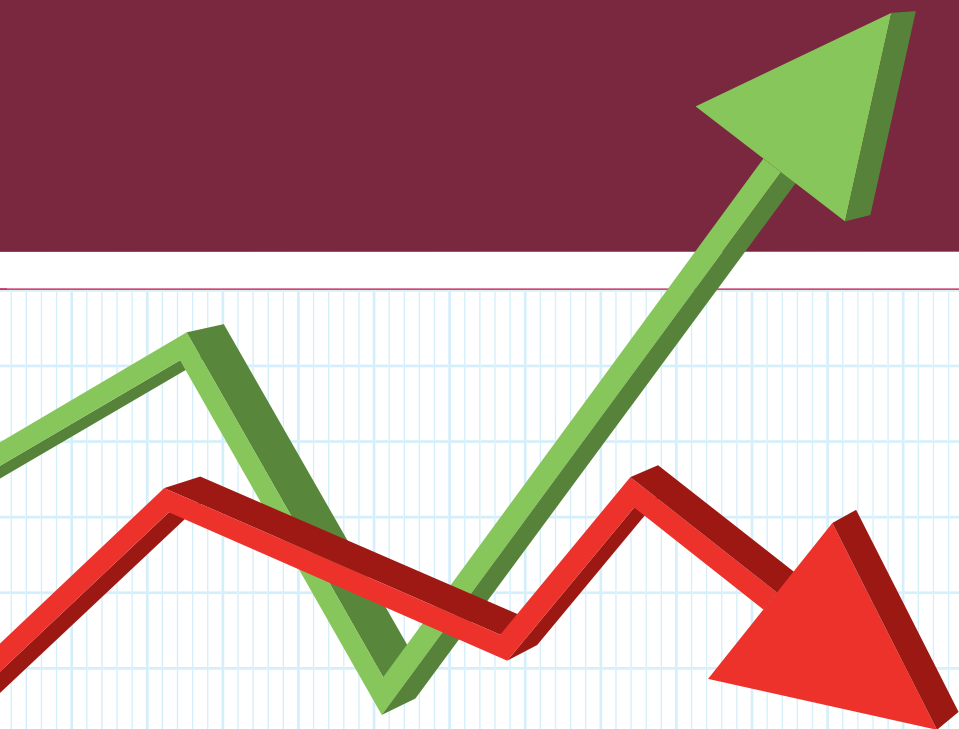
Don't underestimate the value of good information and advice at a time like this. If you're having problems or need support there are many different organisations that may be able to help you, much of the time free of charge.

Directgov is the government website full of useful information to help you through the global downturn. You can search by topic or by information relevant to a specific group, for example over 50s or parents.

Directgov provides information about dealing with redundancy, managing your finances and keeping your home. This site also provides information on the financial support available while you look for a job. Visit [www.direct.gov.uk](http://www.direct.gov.uk)

Bristol City Council helps fund a range of local advice centres, and many offer drop-in sessions and telephone advice. Find out more about advice centres in the city, who they can help and how to contact them at [www.advicecentresforavon.org.uk](http://www.advicecentresforavon.org.uk)





## Managing your bills



Photo: John Birdsall/PA Photos

**Keep an eye on all your incomings and outgoings. This means more than just your mortgage, loans and credit cards – don't forget your utility and other regular bills.**

There are several ways you can cut back. Try price comparison websites – these can help you with motoring, mobile phone, insurance and shopping, as well as gas and electricity, bills.

Do what you can to minimise the energy you use. The South West Energy Saving Trust operates a free, impartial advice line dedicated to helping local people save energy and reduce their fuel bills.

Fully trained energy advisors can help you to access information, grants and ways to save energy at home. Call the South West Energy Saving Trust on **0800 512 012** to find out more about the money you could save.

## Debt advice

You can get free advice or information by contacting:

- **Bristol Citizens Advice Bureau**  
Telephone: **0844 499 4718**  
[www.adviceguide.org.uk](http://www.adviceguide.org.uk)
- **Bristol Debt Advice Centre:**  
Provides telephone advice on Thursday mornings – call **0117 954 3990** – or drop-in on Tuesday mornings at 48–54 West

Street, St Philips BS2 0BL. There is also a clinic for people with council tax arrears on Monday mornings.

- **National Debtline**  
Telephone: **0808 808 4000**  
[www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)
- **Community Legal Advice**  
Telephone: **0845 345 4 345**  
[www.communitylegaladvice.org.uk](http://www.communitylegaladvice.org.uk)

## Fighting fuel poverty



The council can help you reduce the energy you use, and your energy bills, through several initiatives designed to fight fuel poverty.

### Bristol Energy Efficiency Scheme

Bristol residents can get help with free and heavily discounted loft and cavity wall insulation, which should help to keep your home warm and save on fuel bills.

**Measures available include:**

- free cavity wall insulation for anyone over the age of 60 or with children under the age of 16
- free loft insulation for anyone over the age of 60 or with children under the age of 16 with 100mm or less of existing insulation
- free insulation for people in receipt of qualifying benefits
- insulation for £95 even if you don't fit into the above criteria.

### Warm Front Scheme

This scheme provides grants for a range of energy measures, including new central heating for households receiving certain benefits. So far, 569 homes in the city have been successfully referred for a grant for energy saving measures.

### Wessex Loan Scheme

This provides low-interest loans for energy-saving works such as double glazing and new heating systems for those households just outside of the benefit eligible works.

### Further information

For more information on these schemes and other initiatives visit [www.bristol.gov.uk/housing](http://www.bristol.gov.uk/housing)

For more information on energy efficiency and keeping warm, you can contact the council for a Homeowners' Pack full of advice and guidance. Visit [www.bristol.gov.uk/privatehousing](http://www.bristol.gov.uk/privatehousing) or email [private.housing@bristol.gov.uk](mailto:private.housing@bristol.gov.uk)

Telephone: **0117 353 3864**

- **If you're over 60, find out about benefits you might be able to claim in our Benefits Special. See centre pages.**

# Action to protect wildlife

## Bristol has set out an ambitious proposal to protect our city's wildlife and wild spaces through a new Biodiversity Action Plan.

Bristol is one of the greenest cities in the country and supports a huge wealth of wildlife. It has everything from the spectacular Avon Gorge – with its unique array of rare wildflowers – through to the Severn Estuary, which is an internationally important site for water birds.

The city contains many natural green spaces, with woodlands, ponds and meadows providing important habitats for plants and animals. There is, of course, also a rich array of wildlife found in our gardens.

### The Biodiversity Action Plan

The Biodiversity Action Plan sets out a framework for how we should be looking after our precious natural environment and the species that live there.

The plan focuses attention on species that are in decline – such as the otter, water vole and hedgehog – and habitats, such as wildflower meadows and woodlands, that are important for wildlife.

It also promotes other measures such as the enhancement of wildlife corridors – the land around Bristol's river and railway networks –



One of our city's rare wildflowers, the Bristol onion, which doesn't grow anywhere else in mainland Britain

wildlife gardening and creating nature areas in school grounds.

### Working together

The Bristol Biodiversity Action Plan has been produced by the Bristol Biodiversity Partnership, a consortium of local conservation groups and organisations, including Bristol City Council, Avon Wildlife Trust, Natural England, Bristol Zoo and the Environment Agency.

The partnership will be now be working together to help ensure the plan is successfully implemented.

- You can find the Bristol Biodiversity Action Plan at [www.bristol.gov.uk/biodiversity](http://www.bristol.gov.uk/biodiversity)

### ● What is biodiversity?

Biodiversity is the variety of life on Earth: plants and animals and the places where they live. It includes everything from whales, sparrows and butterflies to rainforests, meadows, coral reefs and rivers.

### ● Wildlife and people

Bristol's wildlife is not only important in its own right – it also helps bring the experience of the natural world to many people. Biodiversity helps make our city a more enjoyable and interesting place to live.

Contact with nature can be inspiring and can promote wellbeing. Listening to bird-song or seeing the seasons change is relaxing and a welcome break from the hustle and bustle of city life.



## Do your bit for Bristol's wildlife

Why not make your garden a haven for wildlife. Here are some simple tips that you can follow.

- **Feed the birds** - put out food such as black sunflower seeds, grain mixes and peanuts to attract birds to your garden.
- **Build a garden pond** - ponds are important for frogs, toads and newts.
- **Create a wood-pile in a shady corner** - beetles and other insects will take up home, and hedgehogs might hibernate here too.

- **Put up a bird box** - put the box in a sheltered position on a tree or wall.
- **Plant for butterflies** - plant good nectar-rich plants that flower at different times of the year.
- **Control slugs with care** - try to avoid the use of slug pellets which can harm birds and other wildlife.



# Caring for Bristol's trees

**Bristol City Council is responsible for over 100,000 trees across the city. Here we look at how these trees are cared for and managed, and how they make a difference to Bristol.**

Trees are more than just beautiful. They make our urban environment attractive, improve air quality and create wildlife habitats in the city.

And recent research has shown that trees not only make people feel good – a tree-rich landscape can help to attract inward investment, boosting job opportunities, housing and economic development.

With over 100,000 trees to look after, the council's natural environment team has a busy time all year round. The team is responsible for the trees lining our streets, in our parks and green spaces, in school grounds and even the trees gracing the historic harbour.

But planting and caring for urban trees is not always easy. Problems include drought stress, poor soils and drainage, salt damage, vandalism, underground pipes and cables, and, sometimes, conflict with residents as trees encroach and potentially damage properties.

The team is currently undertaking a citywide survey of the location and condition of all council-owned trees. Tree inspections and tree maintenance are part of the daily routine. Pruning, felling and planting are just some of the works carried out by specialist arboricultural contractors on the council's behalf.

Tree felling is usually a last resort, for example if a tree is dead, dying or damaged, or coming to the end of its natural life.

## The future of trees in Bristol

Bristol has ambitious plans for planting 800 new trees in the next 12 months and up to 10,000 trees by 2015.

The planting initiative is part of the council's Parks and Green Spaces Strategy, the TreeBristol sponsorship scheme and a partnership with the Forest of Avon and the Bristol Street Tree Forum.

- For more information about our partners visit [www.forestofavon.org.uk](http://www.forestofavon.org.uk)

## TreeBristol sponsorship scheme

Local people, schools, communities and business can now sponsor the planting of a new Bristol tree. The tree can be a personal gift to mark a special celebration, brighten up a local community or street, or even be a living memorial.

Sponsors can select a tree species from the council's online list of sites around the city, propose a tree in a new location, replace a lost street tree or plant a tree for the community. Sponsorship packages start from as little as £100 and individual donations are welcome. You can also get involved in community planting schemes.

- For more information visit [www.bristol.gov.uk/treebristol](http://www.bristol.gov.uk/treebristol) or call 0117 352 5638

## A day in the life...

**Josie Sadler outlines a day in her role as TreeBristol officer with the council.**

**8.45am:** On site meeting at a local park to discuss and agree improvements through the planting of specimen trees. Set a date in the diary for a community tree-planting event.

**10am:** Return to the office to request utility service checks for the site and identify potential volunteers to join us on the day, such as local schools and partner organisations. Write a

project plan to cover the logistics of the event.

**2pm:** Respond to enquiries from the public concerning the planting of street trees and how they can be replaced through our Street Tree Restoration scheme.

**3pm:** Process applications to sponsor trees. Celebration trees are the most popular.

**4pm:** Update the TreeBristol web pages to include news of our planned community tree-planting events over the coming months and make sure everyone on our TreeBristol mailing list receives the latest information.

**5.30pm:** Finish.



*TreeBristol officer Josie Sadler with volunteers at a recent tree planting at Blaise Castle*

*Main photo: Blaise Castle Estate*

# BRISTOL CITY COUNCILLORS – who we are

## Executive Members and Scrutiny Chairs

The city council has 70 members (councillors) who are elected by the people of Bristol. Full council approves the overall policy framework and sets the budget. It also elects the **leader** of the council and other executive members. These councillors make up the **Cabinet** or “Executive”, which is responsible for leading the council, developing and approving policy, overseeing the delivery of services and working with the community and key partners.

The full list of councillors and their wards is shown below.

For more information about how the council works, please contact Corporate Communications on 0117 922 2650, or visit:

[www.bristol.gov.uk/councillors](http://www.bristol.gov.uk/councillors)  
**(C):** Conservative    **(L):** Labour  
**(LD):** Liberal Democrat    **(G):** Green  
**(PL):** Party Leader

## Cabinet (the Executive)



**Helen Holland (L, PL)**  
 Leader of the Council  
 ☎ 922 3932  
[helen.holland@bristol.gov.uk](mailto:helen.holland@bristol.gov.uk)



**Peter Hammond (L)**  
 Deputy Leader and Cabinet Member for Cohesion and Raising Achievement  
 ☎ 903 1938  
[peter.hammond@bristol.gov.uk](mailto:peter.hammond@bristol.gov.uk)



**Judith Price (L)**  
 Cabinet Member for Homes and Streetscene  
 ☎ 967 8401  
[judith.price@bristol.gov.uk](mailto:judith.price@bristol.gov.uk)



**John Bees (L)**  
 Cabinet Member for Transformation and Resources  
 ☎ 968 4661  
[john.bees@bristol.gov.uk](mailto:john.bees@bristol.gov.uk)



**Rosalie Walker (L)**  
 Cabinet Member for Culture and Healthy Communities  
 ☎ 903 9959  
[rosalie.walker@bristol.gov.uk](mailto:rosalie.walker@bristol.gov.uk)



**Mark Bradshaw (L)**  
 Cabinet Member for Sustainable Development  
 ☎ 353 3160  
[mark.bradshaw@bristol.gov.uk](mailto:mark.bradshaw@bristol.gov.uk)



**Derek Pickup (L)**  
 Cabinet Member for Care, Tackling Deprivation and Crime  
 ☎ 914 2563  
[derek.pickup@bristol.gov.uk](mailto:derek.pickup@bristol.gov.uk)



**Terry Cook (L)**  
 Cabinet Member for Neighbourhoods and Involvement  
 ☎ 938 0514  
[terry.cook@bristol.gov.uk](mailto:terry.cook@bristol.gov.uk)

## The Lord Mayor and Deputy Lord Mayor of Bristol

The Rt Hon The Lord Mayor of Bristol



**Christopher Davies (LD)**

The Deputy Lord Mayor of Bristol



**Royston Griffey (L)**

## Scrutiny (these commissions review policy, scrutinise Cabinet decisions and examine service delivery)

### Quality of Life



Chair: **Sue O'Donnell (LD)**  
 ☎ 903 1988  
[sue.o'donnell@bristol.gov.uk](mailto:sue.o'donnell@bristol.gov.uk)

### Sustainable Development and Transport



Chair: **Alex Woodman (LD)**  
 ☎ 353 3381  
[alex.woodman@bristol.gov.uk](mailto:alex.woodman@bristol.gov.uk)

### Children's Services



Chair: **Brian Price (LD)**  
 ☎ 929 3536  
[brian.price@bristol.gov.uk](mailto:brian.price@bristol.gov.uk)

### Resources



Chair: **Geoffrey Gollop (C)**  
 ☎ 903 9946  
[geoffrey.gollop@bristol.gov.uk](mailto:geoffrey.gollop@bristol.gov.uk)

### Overview and Scrutiny Management



Chair: **Ashley Fox (C)**  
 ☎ 377 2822  
[ashley.fox@bristol.gov.uk](mailto:ashley.fox@bristol.gov.uk)

### Health



Chair: **Sylvia Townsend (LD)**  
 ☎ 903 1997  
[sylvia.townsend@bristol.gov.uk](mailto:sylvia.townsend@bristol.gov.uk)

### Care and Safer Communities



Chair: **Jos Clark (LD)**  
 ☎ 377 3521  
[jos.clark@bristol.gov.uk](mailto:jos.clark@bristol.gov.uk)

## Councillors and their contact telephone numbers

### Ashley

Shirley Marshall (LD) ☎ 377 3527  
 Dr Jon Rogers (LD) ☎ 914 2558

### Avonmouth

Spud Murphy (C) ☎ 377 2815  
 Terence Cook (L) ☎ 938 0514

### Bedminster

Colin Smith (L) ☎ 353 3380  
 Mark Bradshaw (L) ☎ 353 3160

### Bishopston

David Kitson (LD) ☎ 985 2543  
 Bev Knott (LD) ☎ 987 9858

### Bishopsworth

Richard Eddy (C,PL) ☎ 922 2227  
 Kevin Quartley (C) ☎ 353 3161

### Brislington East

Simon Crew (L) ☎ 353 3373  
 Barbara Lewis (C) ☎ 353 3162

### Brislington West

Peter Main (LD) ☎ 955 7004  
 Jackie Norman (LD) ☎ 977 8959

### Cabot

Dr Mark Wright (LD) ☎ 914 2559  
 Alex Woodman (LD) ☎ 353 3381

### Clifton

Barbara Janke (LD, PL) ☎ 973 7910  
 Brian Price (LD) ☎ 929 3536

### Clifton East

Simon Cook (LD) ☎ 903 1992  
 Michael Popham (LD) ☎ 353 3379

### Cotham

Neil Harrison (LD) ☎ 353 3375  
 Roger McDermott (LD) ☎ 353 3378

### Easton

Abdul Malik (LD) ☎ 914 2560  
 Faruk Choudhury (L) ☎ 353 3372

### Eastville

Muriel Cole (LD) ☎ 951 0930  
 Steve Comer (LD) ☎ 902 2204

### Filwood

Jeff Lovell (L) ☎ 353 3377  
 Chris Jackson (L) ☎ 353 3163

### Frome Vale

Lesley Alexander (C) ☎ 377 3522  
 Bill Payne (L) ☎ 914 2562

### Hartcliffe

Mark Brain (L) ☎ 377 3526  
 Royston Griffey (L) ☎ 964 1916

### Henbury

Mark Weston (C) ☎ 353 3164  
 Derek Pickup (L) ☎ 914 2563

### Hengrove

Mary Sykes (LD) ☎ 964 3712  
 Jos Clark (LD) ☎ 377 3521

### Henleaze

Clare Campion-Smith (LD) ☎ 353 3165  
 Dennis Brown (LD) ☎ 924 8976

### Hillfields

Noreen Daniels (L) ☎ 903 9945  
 Martin Golding (L) ☎ 353 3374

### Horfield

Rosalie Walker (L) ☎ 903 9959  
 Martin Kerry (C) ☎ 903 1965

### Kingsweston

John Bees (L) ☎ 968 4661  
 Judith Price (L) ☎ 967 8401

### Knowle

Gary Hopkins (LD) ☎ 985 1491  
 Christopher Davies (LD) ☎ 377 3528

### Lawrence Hill

Susan O'Donnell (LD) ☎ 903 1988  
 Brenda Hugill (L) ☎ 353 3732

### Lockleaze

Sean Emmett (LD) ☎ 903 1509  
 Emma Bagley (LD) ☎ 914 2564

### Redland

Sylvia Townsend (LD) ☎ 903 1997  
 Jim White (LD) ☎ 903 1971

### St George East

Charles Price (L) ☎ 967 8401  
 Fabian Breckels (L) ☎ 353 3371

### St George West

Ron Stone (L) ☎ 977 9169  
 Tony Potter (LD) ☎ 353 4559

### Southmead

Peter Hammond (L) ☎ 903 1938  
 Jenny Smith (L) ☎ 01275 83 8910

### Southville

Sean Beynon (L) ☎ 353 3370  
 Charles Bolton (G) ☎ 353 3166

### Stockwood

David Morris (C) ☎ 963 3522  
 Jay Jethwa (C) ☎ 353 3376

### Stoke Bishop

Peter Abraham (C) ☎ 922 2227  
 John Goulandris (C) ☎ 922 2227

### Westbury-on-Trym

Ashley Fox (C) ☎ 377 2822  
 Geoffrey Gollop (C) ☎ 903 9946

### Whitchurch Park

Helen Holland (L, PL) ☎ 987 2238  
 Tim Kent (LD) ☎ 300 5645

### Windmill Hill

Mark Bailey (LD) ☎ 377 3524  
 Alf Havvock (LD) ☎ 353 3168

# Your key council contact numbers

The seven key contact numbers below have been created by the council's Access to Bristol team to make it easier to reach the service you're looking for.

Lines are open 8.30am–8pm (Housing and Council Tax Benefit 8am–8pm), Monday to Friday.

Alternatively, visit us online at [www.bristol.gov.uk/a2b](http://www.bristol.gov.uk/a2b) or in person at any Customer Service Point.

If the service you require is not currently covered by these new numbers, check the A–Z listings below or visit [www.bristol.gov.uk/services](http://www.bristol.gov.uk/services)



## Household Waste and Street Maintenance

Household waste and recycling, faulty streetlights, abandoned vehicles, potholes, fly tipping, graffiti or sex and drugs litter.

**0117 922 2100**



## Housing Benefit and Council Tax Benefit

Check eligibility for benefits, obtain forms, advise changes of circumstances.

**0117 922 2300**



## Pest Control, Dog Wardens, Pollution and Public Safety

Pest problems, noise complaints, pollution issues, food safety, public safety or dogs.

**0117 922 2500**



## Council Housing Rents and Repairs

Repairs, maintenance issues, pay rent, set up Direct Debits, discuss rent problems.

**0117 922 2200**



## HomeChoice Bristol

Advice on renting local authority or housing association properties.

**0117 922 2400**



## Concessionary Travelcards, Disabled and Residents' Parking

Bus travel for the over 60s and eligible disabled people, blue badges, disabled parking bays and other residents' parking schemes.

**0117 922 2600**



## Care Direct

Advice and information for older people, disabled adults and their carers.

**0117 922 2700**

A–D		E–K		L–R		S–Z	
Adoption	954 8545	Early Years – see Children and Young People's Services		Land charges	922 3506	Safer Bristol Partnership	914 2222
<b>Adult Community Care</b>		Education other than at school	922 2549	<b>Leisure centres (with pools)</b>		<b>Schools</b> – see Children and Young People's Services	
Complaints	987 4222	Electoral registration/elections	922 3790	Easton	955 8840	School governors	903 1396
Emergencies out of hours	0145 461 5165	Emergencies out-of-hours	922 2050	Henbury	353 2555	School travel	903 7672
Air quality – vehicle emissions	922 4158	Empty homes	914 1200	Horfield	903 1643	<b>Social Services</b>	
Allotments	922 3737	Energy efficiency	0800 512 012	Sports centres		<i>Adults – see Care Direct above</i>	
Animal welfare (licensing)	922 3946	Equalities	922 2329	Ashton Park	377 3300	<i>Children – see Children and Young People's Services</i>	
Ashton Court visitor centre	963 9174	Events	922 3148	Kingsdown	942 6582	<b>Sports centres</b> – see Leisure	
Benefit fraud hotline	050 055 4535	Fostering and adoption helpline	954 8545	St Paul's Academy	377 3405	Student finance	903 6666
Births – Register Office	903 8888	Free school meals	903 7990	Withywood	377 2294	Swimming pools – see Leisure	
Building control (regulations)	922 3080	<b>Grants</b>		<b>Specialist sports facilities</b>		Tourist information centre	0333 321 0101
<b>Buses</b>		Community groups	903 6437	City of Bristol Gymnastics Centre	377 3420	<b>Trading standards</b>	
Bus stops and shelters	922 2855	Historic buildings	922 2966	Portway Rugby Development Centre	353 2737	Consumer advice	0845 404 0506
Park and Ride	922 2910	Housing repair and improvement (privately owned and rented) contact your local housing team:		<b>Swimming pools</b>		All other enquiries	922 3604
Community transport	922 2896	North Bristol	903 8704	Bishopsworth	964 0258	Traffic management	903 6822
Night buses	922 4454	Central Bristol	903 8980	Bristol South	966 3131	Traffic signal faults	0800 854 229
Traveline timetable	0871 200 2233	South Bristol	377 2532	Jubilee	977 7900	Translation and interpreting service	903 6400
Business rates	925 0981	Sports	922 2696	Library opening hours and automated renewal service	0845 002 0777	<b>Trees</b>	
Car parks	922 3091	Youth and Play Services	352 5719	Licensing	914 2500	Preservation orders	922 3097
<b>Cemeteries and crematoria</b>		Gypsies and Travellers	352 5009	Lord Mayor's Office	903 1450	Street trees	922 3365
Avon View, Brislington, Canford, Ridgeway Park, Henbury and Shirehampton	903 8280	Harbourmaster	903 1484	Markets	922 4014	Voting and voter registration	922 3790
South Bristol	903 8330	Health and safety at work	922 3388	Marriages and civil partnerships – Register Office	903 8888	Work permits (children)	353 3685
<b>Children and Young People's Services</b>		Highways – traffic management	903 6822	<b>Museums</b>		Youth offending team	903 6480
Family information service or email: <a href="mailto:askcyps@bristol.gov.uk">askcyps@bristol.gov.uk</a>	0845 129 7217	Homelessness – advice and help (single people)	914 1188	Blaise Castle House Museum	903 9818	Youth service	352 5716
Children at risk (emergencies out-of-hours)	0145 461 5165	Homelessness – advice and help (families)	353 4007	Bristol City Museum & Art Gallery	922 3571		
Disabled children	903 8250	<b>Housing services</b>		Georgian House	921 1362		
Colston Hall	922 3686	Easton	353 4003	Red Lodge	921 1360		
Community Safety	914 2222	Fishponds	353 4002	Parking services	922 3091		
Conservation – listed buildings	922 2966	Hartcliffe	353 4005	Parks enquiries	922 3719		
Conservation (nature)	922 3750	Knowle	353 4004	Planning enquiries	922 3097		
Consultations	922 2848	Southmead	353 4001	Play areas in parks	922 3719		
Council Tax	925 0981			Property – estates information	903 7620		
Cycling and walking	903 6822			Public rights of way	903 6822		
Deaths – Register Office	903 8888			Records Office	922 4224		
				Register Office	903 8888		
				Road safety education	922 4383		
				Roadworks information	903 1212		

**Bristol City Council general switchboard:**  
**0117 922 2000**  
 Textphone (for hearing impaired):  
**0117 357 4444**

# Have your say

This month Bristol City Council is looking for feedback on two important local issues.

## Keeping buses on the move



*Monitoring Bristol's roads at the Urban Traffic Control Centre*

**Public transport users will be happy to learn that life could soon get much harder for cheats who drive in bus lanes.**

The council is asking for views and comments on its new powers to penalise moving traffic offences in our city's bus lanes using CCTV equipment.

Currently only the police have powers to penalise moving traffic offences in bus lanes. The council's enhanced powers mean that more focus can be given to this serious problem.

Bristol's buses carry 100,000 people to work every day and the council is keen to see more commuters take up this congestion-busting option by improving confidence in the frequency and reliability of buses.

Bus priority measures such as bus lanes help buses to achieve consistent journey times

through congested areas. But if prohibited vehicles park or travel in the bus lanes it affects the punctuality and reliability of services.

If you would like to comment on this proposal please write to the council at the address below by Saturday, 21 March 2009. Your views will be taken into account when preparing a report for consideration by the council's Cabinet.

The new powers are available from Wednesday, 1 April 2009. If Cabinet approves the measures, enforcement on bus lanes using CCTV equipment could begin as early as May following a publicity campaign to alert drivers to the changes.

For further information call **0117 903 6822** or email [traffic.management@bristol.gov.uk](mailto:traffic.management@bristol.gov.uk) or write to:

**Traffic Management, Wilder House, Wilder Street, Bristol BS2 8PH**

## Make some noise about noise

Bristol City Council wants to know how traffic noise affects you and what you would like done about it.

Noise pollution is a health issue – it causes sleep problems, can cause early death due to stress-induced heart disease and is a source of annoyance for 35% of people in the city. Motorways and main roads are the main sources of noise in Bristol.

The Department for Environment, Food and Rural Affairs is in the process of developing a noise action plan for major UK cities, including Bristol, and the council's consultation will influence the department's forthcoming action plan.

The consultation will enable you to give your views on traffic noise and sustainable travel using interactive online methods. For example, you can nominate your favourite quiet places on Bristol's mapping portal [www.bristolstreets.co.uk](http://www.bristolstreets.co.uk) and identify areas where traffic noise pollution could be reduced.

The consultation is supported by the European Citizenscape Project and, as well as giving people a chance to have their say on noise, aims to increase participation in democratic processes.

You can have your say by going to [www.askbristol.com](http://www.askbristol.com)

