

Note to Bristol Parks Forum

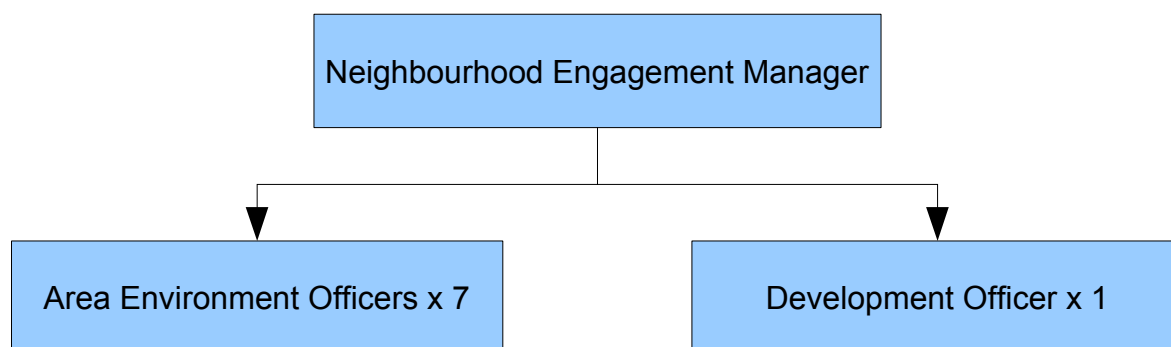
Richard Fletcher, Neighbourhood Engagement Manager

21st April 2012

Re: update on Neighbourhood Engagement Team

There have been some changes regarding the Team since the last time I spoke to the Forum. The main change is that the post that is responsible for strategy, including the Parks and Green Space Strategy is not based in the team.

As a result the structure of the team is quite simple as below:



The Team has been subject to a formal review process. As a result there have been some changes to those currently carrying out the role of Area Environment Officer.

We have five full time Area Environment Officers in post and we are currently recruiting to two Area Environment Officer vacancies and a Development Officer - who will support fundraising initiatives. It is hoped that the recruitment process will be complete by the end of May. However this could take longer if successful candidates are from outside the Council.

As the name suggests, Area Environment Officers work within a designated area. With only five officers instead of seven, there is a temporary arrangement as set out below:

| Area Environment Officer | Neighbourhood Partnership areas responsible for: | Neighbourhood Partnership areas <i>temporarily</i> responsible for: |
|--|---|---|
| Denise James 0117 922 4726 Denise.James@bristol.gov.uk | - Greater Fishponds - St George | - Horfield and Lockleaze. |
| Greg Eynon 0117 922 4741 Greg.Eynon@bristol.gov.uk | - Ashley, Easton & Lawrence Hill | - Bishopston, Cotham and Redland. |
| Richard Gwyn 0117 352 1141 Richard.Gwyn@bristol.gov.uk | - Knowle, Filwood and Windmill Hill - Greater Brislington | - Cabot, Clifton and Clifton East. |
| Gary Brentnall 0117 922 4716 Gary.Brentnall@bristol.gov.uk | - Avonmouth and Kingsweston - Henleaze, Stroke Bishop and Westbury on Trym | - Henbury and Southmead. |
| Julian Cox 0117 922 2057 Julian.Cox@bristol.gov.uk | - Hengrove and Stockwood - Dundry View - Greater Bedminster | |

The Neighbourhood Engagement Team office will be staffed during working hours so that we can pick up enquiries at all times. We have also set up a Team email and phone number which are **Neighbourhood.Engagement@bristol.gov.uk, 0117 922 1947**. If you are not sure which of us to ring, please use that number or email and a member of the Team will respond.

I am the Neighbourhood Engagement Team Manager and my contact details are 0117 922 3896, Richard.Fletcher@bristol.gov.uk

Role and responsibilities of Area Environment Officers (AEOs)

The AEO role has not changed since the last time I update the Parks Forum. However, over the last few months we have been monitoring how much time we spend on certain areas of work so that we can begin to understand in what areas certain types of work take up most time, and also whether there is some work we would prefer to be doing that is not progressing.

The AEO acts as a conduit between teams with Environment and Leisure services and communities and the Neighbourhoods structure. As a result there is a need for us to understand and sometimes change relationships and processes within the Council and outside of the Council. This is a very dynamic place to be and it will continue to be a daily challenge.

Please refer to the attached Job Description for the AEO to give an idea of the scope of the job.

Dealing with enquiries

All officers in the Neighbourhood Engagement Team and Parks Operations have had a clear instruction to take ownership of any request they receive without passing the customer on. Of course in practice this may mean ensuring the right person is contacted to respond to the enquiry effectively. However the person receiving the enquiry is responsible for responding to it.

Please also refer to the attached process charts to show where the AEO sits in the organisation and how enquiries from park groups and the public are channelled.

As a park group or individual you may wish to contact parks operations directly. So, the following applies:

For standard enquiries on parks maintenance such as: grass cutting, full bins, overgrown vegetation, bushes needing cutting back....

....contact Parks Operations on 0117 922 3719 or email bristolparks@bristol.gov.uk.

For standard enquiries on waste issues such as: fly tip, removing graffiti, street hasn't been swept, missed bin collection...

.....contact customer services on 0117 9222100 or email customer.services@bristol.gov.uk.

However, to be clear, if contact your Area Environment Officer they will help answer any enquiry you have regarding parks and green spaces. So if in doubt (and even if not in doubt!) contact your AEO.

BRISTOL CITY COUNCIL

JOB DESCRIPTION

Department of: Neighbourhoods

Service: Environment and Leisure

JOB TITLE Area Environment Officer

Purpose of the Job

To act as the first point of contact for neighbourhoods and community groups for parks, waste and street scene services in Environment and Leisure.

To work with all communities within a specific area of the city to use, change and influence Environment and Leisure services so that the city is cleaner and greener and satisfaction with services is continuously improved.

Key Job Outcomes

1. To work with Council operational staff and parks and waste contractors to respond quickly and effectively to general service user requests with regard to waste and street scene services, park management issues and parks facilities.
2. To carry out site visits and inspections to identify and resolve any one-off or ongoing maintenance and management issues for parks, waste and street scene services.
3. To work positively and proactively with Neighbourhood Partnerships, councillors, resident groups, park user groups and others to change and improve the management and delivery of services and respond effectively to local concerns.
4. To support Neighbourhood Committees to make decisions on devolved and influenced budgets by providing information, adopting appropriate processes and developing neighbourhood plans. To support operational and projects staff to work effectively with Neighbourhood Partnerships.
5. Use and promote good practice to ensure equality of opportunity to ELS services and decision-making: To remove or minimise disadvantage, to take steps to meet people's different needs and encourage participation by people from groups whose participation in public life or other activity is disproportionately low.
6. To deliver the Council's Parks and Green Space Strategy at a local level through Neighbourhood Partnership green space investment plans and waste and street scene neighbourhood plans.
7. To support resident groups, park user groups and others to implement improvement projects by applying for funds from external grant providers, carrying out consultation as appropriate and managing projects.
8. To communicate effectively and through a range of media to the public, Neighbourhood Partnerships, members and others; providing timely and relevant information on services, progress on improvement projects and on how to participate and influence Environment and Leisure services.

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes.

In addition to all of the activities defined, the officer is ultimately an Environment and Leisure Officer. As such they can be called upon to undertake tasks from within this area, to assist and support the objectives of the division. This means that the officer is showing flexibility, adaptability, and team work in being able to support the area. This is also develops the breadth of knowledge and skills that the role holder has.

General Accountabilities

Use the appropriate definition for supervisory roles / others

A. Be responsible for own safety and not endanger that of colleagues/visitors to the workplace

OR

A So far as is reasonably practicable , the post holder must ensure that safe working practices are adopted by employees and in premises/work areas for which the post holder is responsible to maintain a safe working environment for employees and service users. These are defined in the Corporate Health, Safety and Welfare Policy, departmental policies and codes of practice.

B. Work in compliance with the Codes of Conduct, Regulations and policies of the City Council, and its commitment to equal opportunities

C. Ensure that output and quality of work is of a high standard and complies with current legislation / standards

New Job, created on: 31st January 2012.

Insert Name & Job Title of Manager: Richard Fletcher, Neighbourhood Engagement Manager

Date of Job Description:

Route of enquiries IF received by
Neighbourhood Engagement Team

Enquiry

Area Environment Officer

Customer
Service
Centre

Waste
Operations

Parks
Horticulture

Estates &
Play

Projects

Sport &
Health

Parks
Grounds
Maintenance

May Gurney

Midland
Forestry

The Landscapes Group; or
Quadron; or
In-house

Other Council
teams e.g:

Equalities and Social Inclusion

Legal and
Property

Sex and drugs
litter team

Major Projects
Team

Bridges and
Structures

Street Scene
enforcement

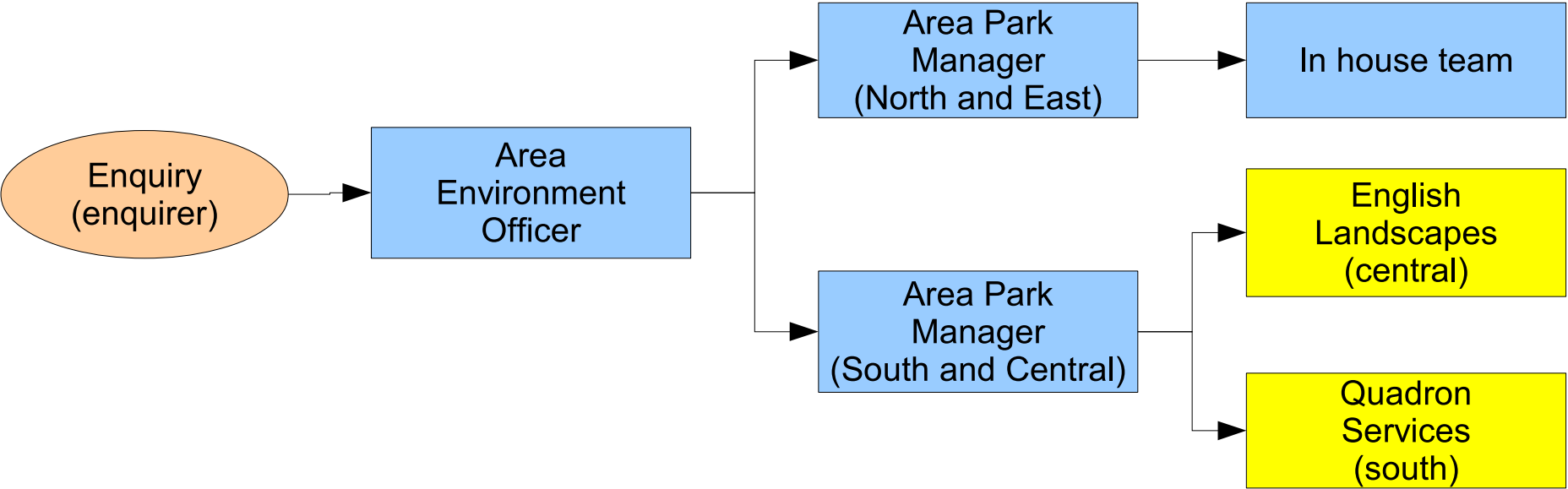
Planning

Highways

Housing

CYPS

Routing for public enquiries on parks maintenance and management issues



Team owner by type of enquiry - parks and green spaces

NEIGHBOURHOOD ENGAGEMENT TEAM

- Any enquiry for:**
- Area Environment Officers
 - E&L Development Officer
 - Neighbourhood Engagement Manager

- Any enquiry relating to:**
- Area Green Space Plans
 - Park investment plans
 - Planning or land sale issues
 - Neighbourhood Partnerships or Forums
 - Requests for funding
 - Section 106

- Work area enquiries:**
- Requests for new facilities
 - Request to change the service locally
 - Guidance on setting up a park group or contacting a park group
 - Guidance / advice on setting up an event
 - Request to set up a guided walk
 - Request for community clean-up
 - Request for new play equipment
 - Request for lease/ grazing land
 - Reports of ASB

- Other:**
- Any enquiry that is difficult to place /
 - doesn't have a clear-cut owner

PARKS OPERATIONS

- Any enquiry for:**
- Grounds Maintenance Manager
 - Assistant Grounds Maintenance Manager
 - Area Parks Manager
 - Assistant to Area Parks Manager

- Any enquiry relating to:**
- Grounds Maintenance (requests for service or complaints about quality) i.e relating to grass, litter, bins, hedges, etc
 - Management of contract and in-house areas
 - Infrastructure i.e. damage to walls, gates, fencing, etc
 - Hard surfaces i.e. pot holes, damage to paths, etc
 - Park user facilities i.e. Damage to notice boards, benches, etc
 - Land ownership

- Work area enquiries:**
- Green Flag Sites
 - Bristol in Bloom

- Other:**
- Any enquiry relating to broken play equipment should be forwarded to John Knowlson or Jill Batten