

A Quick Guide to Environment & Leisure

Who we are, what we do and key contacts

Updated: May 2010

A QUICK GUIDE TO ENVIRONMENT AND LEISURE: Introduction and Management Team

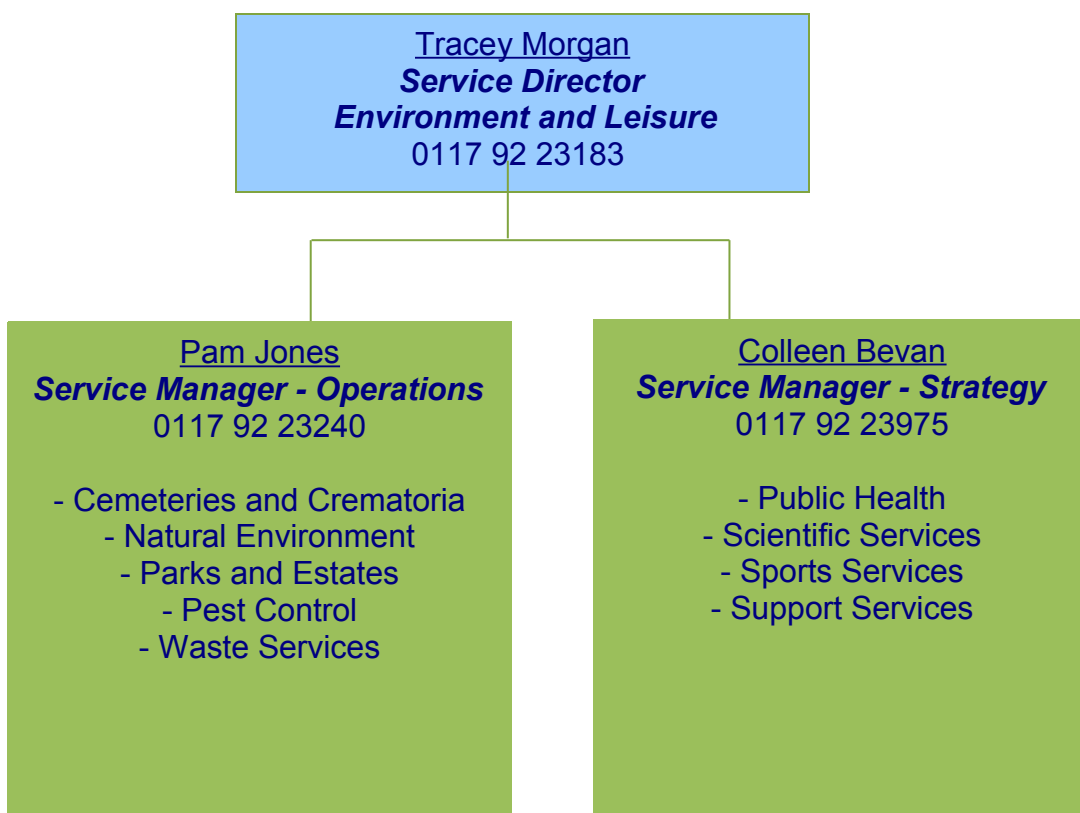
This guide has been put together to give an overview of the services provided by Environment and Leisure and to assist with contacting key people within each service area.

Inside, you will find:

- An overview of each service
- Main areas of responsibility
- Contact details of 3rd & 4th Tier officers (and 5th where appropriate)

If you wish to e-mail any of the officers mentioned within this guide, hover over their name and follow the simple instructions to automatically generate an e-mail. Similarly with all listed web addresses, hover over the address to automatically open the web-page (subject to internet connection being active).

ENVIRONMENT AND LEISURE MANAGEMENT STRUCTURE



A QUICK GUIDE TO ENVIRONMENT AND LEISURE: Cemeteries and Crematoria

First point of contact:

Email: cems.crems@bristol.gov.uk

Canford Cemetery and Crematorium

Tel: (0117) 903 8280

Fax: (0117) 903 8287

Write: Canford Cemetery & Crematorium Office, Canford Lane, Westbury-on-Trym, Bristol, BS9 3P

South Bristol Cemetery & Crematorium

Tel: (0117) 903 8330

Fax: (0117) 903 8337

Write: South Bristol Cemetery & Crematorium Office, Bridgwater Road, Bedminster Down, Bristol, BS13 7AS

Introduction

Bristol City Council manages and maintains a number of cemeteries and provides bereavement services for the city.

What services do they provide:

- Management and maintenance of the following cemeteries:
 - Canford Cemetery and Crematorium
 - South Bristol Cemetery & Crematorium
 - Avon View Cemetery
 - Brislington Cemetery
 - Greenbank Cemetery
 - Henbury Cemetery
 - Ridgeway Park Cemetery
 - Shirehampton Cemetery
- Bereavement Services
- Funeral and Cremation arrangements
- Welfare funerals - the City Council has a statutory duty to undertake the disposal of deceased persons, either by burial or cremation, who die within the City of Bristol and where no other arrangements have, or are likely, to have been made.

Please see the following section of the Bristol City Council website for further information and advice regarding deaths, funerals and cremations:

www.bristol.gov.uk/communityandliving

4th Tier Manager: [Vivien Curtis \(0117 90 38280\)](#)

A QUICK GUIDE TO ENVIRONMENT AND LEISURE:

Natural Environment

First point of contact:

Email: bristolparks@bristol.gov.uk
Tel: 0117 922 3719
Fax: 0117 922 3744
Write: Natural Environment Team, Colston 33, Colston Avenue, Bristol, BS1 4UA

Introduction

The Natural Environment team provide:

- a) Client-based tree management service for council owned trees, including street trees, trees in parks, green spaces and education sites;
- b) In-house service to restore neglected council-owned wildlife sites; and
- c) Tree and wildlife advice service relating to protected trees and protected wildlife sites.

What services do they provide

- Inspection of council owned trees and issuing of works including pruning, felling and replanting carried out by our main contractor, Midland Forestry Ltd;
- Advice to the planning department on the making of tree preservation orders, applications to do works to protected trees and control of development affecting trees;
- Coordination of the TreeBristol project aiming to plant thousands of new trees across the city, including tree sponsorship and community tree planting events;
- Restoration of neglected council owned wildlife sites undertaken by the Woodland and Wildlife Team;
- Coordination of the Bristol Biodiversity Action Plan, and
- Advice to the planning department and other council services relating to nature conservation including wildlife protection and opportunities to create new wildlife sites in the city.

The team has set out a number of tree management policies which give clear guidance on how trees are managed and how enquiries regarding trees will be dealt with, these can be found by clicking on the following link:

www.bristol.gov.uk/treemanagementpolicies

Please also see the following section of the Bristol City Council website for further information and advice regarding services provided by the team:

www.bristol.gov.uk/parks

4th Tier Manager: [Richard Ennion \(0117 92 22001\)](mailto:Richard.Ennion@bristol.gov.uk)

A QUICK GUIDE TO ENVIRONMENT AND LEISURE: Parks and Estates

First point of contact:

Email: bristolparks@bristol.gov.uk
Tel: 0117 922 3719
Fax: 0117 922 3744
Write: Bristol Parks and Estates, Colston 33, Colston Avenue, Bristol, BS1 4UA

Introduction

The Parks and Estates service manages, improves and encourages greater use of the city's parks and green spaces.

What services do they provide

- Maintenance and improvement of parks and green spaces within Bristol;
- Provision of outdoor sports facilities including football, tennis and bowls;
- Allotments;
- Upkeep of historic estates including Ashton Court, Blaise Castle and Oldbury Court;
- Children's play areas including supervised play at Hengrove Park and Blaise Castle
- Landscaping services;
- Maintenance of school grounds;
- Growing of plants and flowers at Blaise Nursery;
- Support to park groups.

Please see the following section of the Bristol City Council website for further information and advice regarding services provided by the team:

www.bristol.gov.uk/parks



Pest Control

First point of contact:

Email: pest.control@bristol.gov.uk
Tel: 0117 922 2500
Fax: 0117 971 6001
Write: Bristol City Council Pest Control, FREEPOST BS 4341, PO Box 595, Bristol, BS99 2BR

Introduction

Bristol City Council's Pest Control team have vast experience in dealing with all types of pest infestations. They are here to help manage pests that have entered your environment and can offer a range of services with free advice on prevention, hygiene and proofing through a range of treatments to remove these pests.

What services do they provide:

We have fully integrated pest management procedures to cover the broad range of insects, birds and mammals that are likely to invade your environment. All work is carried out with regard to health & safety and the protection of non-target animals. Services include:

- Safe removal of pests from both domestic and commercial premises
- Wildlife management - assessments of pests and advice on control and deterrents
- Bird proofing and control
- Insect proofing and identification
- Cleansing and clearance following pest infestations
- Advice on all pest related issues

Please see our website for a full list of services, downloadable factsheets and details of any charges, where applicable:

www.bristol.gov.uk/pestcontrol

4th Tier Manager: [Richard Bevan](#) (0117 971 0636)

A QUICK GUIDE TO ENVIRONMENT AND LEISURE: Waste Services

First point of contact:

Email: customer.services@bristol.gov.uk
Tel: 0117 922 2100
Write: Customer Services Centre, BCC, Freepost BS4341, PO Box 595, Bristol, BS99 2BR

Introduction

Bristol City Council's waste services are responsible for providing waste removal and disposal services and street cleansing within Bristol and promoting and increasing recycling across the city.

What services do they provide

- Collections from households of refuse, black box recycling, kitchen waste, cardboard, garden waste (opt-in chargeable scheme), bulky waste and clinical waste
- Waste collections from chargeable “domestic” customers such as schools, nurseries and nursing homes
- Provision of the city's two major waste disposal and recycling centres in Avonmouth and St Phillips as well as recycling centres for flats and in public areas such as supermarkets
- Promotion of recycling and waste minimisation
- Cleansing of streets, public pavements and channels throughout the city and removal of fly-tips, graffiti and fly-posting
- Public campaigns to reduce littering, fly-tips and graffiti
- Provision, cleansing, attendance and maintenance of public toilets
- Bristol Clean and Green Project

Please also see the following section of the Bristol City Council website for further information and advice regarding services provided by the team:

www.bristol.gov.uk/waste

4th Tier Managers:

[Giovanni Lopresti \(0117 92 24731\) Waste and Streetscene Manager](#)

[John Whelan \(0117 90 36881\) Waste Disposal Manager](#)

[Steve Allen \(0117 92 23022\) and David Wright \(0117 90 36884\) Waste Disposal Authority Manager](#)

A QUICK GUIDE TO ENVIRONMENT AND LEISURE:

Public Health

First point of contact:

Email: health.safety@bristol.gov.uk
Tel: 0117 922 2500
Fax: 0117 922 4711
Write: Public Health Services, PO Box 595, Brunel House, St George's Road,
Bristol, BS1 5UY

Introduction

The purpose of the Public Health Services Team is ultimately to protect public health through provision of a range of services including Food Safety, Health and Safety and Port Health. The team aims include to reduce work related accidents and ill health; ensure safe food is provided across the city and to the wider population, to promote animal health and welfare and to ensure event safety.

What services do they provide

- Health and Safety enforcement - in shops, warehouses, offices, leisure centres etc.
- Investigation of complaints from employees and members of the public, and of work-related injuries.
- Food Safety enforcement – the routine inspection of over 4,500 food businesses, from mobile kebab vans and sweet shops through to large fine dining restaurants and major producers of cooked meats. Inspections are carried out at a frequency determined by level of risk, to ensure the production and distribution of safe food.
- Business seminars training, coaching and advice
- Food complaints – to investigate food complaints from the public and take appropriate action with the producer/vendor
- Port Health – especially safety of imported foods from all over the world and hygiene on board ships
- Maintenance of the infectious disease service in conjunction with the Health Protection Agency - investigation and control of infectious disease outbreaks
- Animal welfare in pet shops, boarding kennels, riding establishments and the zoo
- Registration of skin piercers, tattooists and of cooling towers
- Safety at the city's sports grounds and events
- Promoting Community diet and nutrition initiatives

Please see the following section of the Bristol City Council website for further information and advice regarding services provided by the team:

A QUICK GUIDE TO ENVIRONMENT AND LEISURE: Scientific Services

First point of contact:

Email: scientific@bristol.gov.uk

Tel: 0117 90 38666

Fax: 0117 90 38667

Write: Bristol City Council Scientific Services, 7 Redcross Street, Old Market, Bristol BS2 0BA

Introduction

Bristol City Council's Scientific Services is provided to protect the public from unfair or unsafe trade practices and to promote good health and clean environment for the benefit of local citizens and businesses. Our Public Analyst Laboratory provides a scientific advisory and analytical service to local government, central government and the private sector.

What services do they provide:

- Scientific advice
- Chemical analysis, microbiological examinations and other testing
- Consultancy services in relation to
 - Consumer protection (toys, cosmetics, household goods)
 - The environment (air quality, water, soil)
 - Food and agriculture (nutrition, composition, additives, contaminants)
 - Occupational Health and Hygiene (asbestos, legionella, dust, swimming pools)
- Assistance with civil emergencies; chemical incidents; Inter-Authority collaboration and radioactive monitoring

Please see the following section of the Bristol City Council website for further information and advice regarding services provided by the team:

www.bristol.gov.uk/scientific

4th Tier Manager: [Phil Stanley](#) (0117 90 38666)

A QUICK GUIDE TO ENVIRONMENT AND LEISURE: Sports And Health Development

First point of contact:

Email: sport@bristol.gov.uk
Tel: 0117 92 2696
Write: BCC Sports and Health Development,
Colston 33, Colston Avenue, Bristol, BS1 4UA

Introduction

Bristol City Council's sports and health development team aims to increase participation in sport within Bristol and to help promote an active lifestyle and good health.

What services do they provide

- The provision of indoor and outdoor sports facilities through partnership agreements
- Bristol Active Life Project - exercise programmes aimed at people with mental illness
- Walking for health Bristol
- Advice and encouragement for people to become more active
- Sport unlimited plus - school holiday programme of activities
- Sports coaching sessions and courses on becoming a coach
- Sports grants
- Bristol's half marathon and 10k races

Please also see the following section of the Bristol City Council website for further information and advice regarding services provided by the team:

www.bristol.gov.uk/sport

4th Tier Managers:

[Karen Lloyd](#) (0117 92 23778) Sports Development Manager, Community

[Terry Jennings](#) (0117 92 23853) Sports Development Manager, Facilities and Client

[Jonathan Amphlett](#) (0117 92 23639) Sports Development Manager, Health

[Georgette Van Hoof](#) (0117 92 23282) Sports Events Manager

A QUICK GUIDE TO ENVIRONMENT AND LEISURE: Support Services

Introduction

Within Environment and Leisure there are a number of support services that enable the work of the department.

What services do they provide

- GIS mapping and asset management
- Community development
- Quality and performance monitoring
- Development projects within parks and open spaces
- Development projects within Waste Services
- Business development within the department
- Customer relations and management support
- Delivery of the Parks and Green Space Strategy

4th Tier Managers:

[Sue Lutkenhouse](#) (0117 92 22103) Parks Project Manager

[Helen Rossington](#) (0117 92 24713) Parks Business Improvement Manager

[Clare Blake](#) (0117 92 22836) Customer Relations Manager

[Jennifer Mackley](#) (0117 35 21054) Parks & Green Space Strategy Co-ordinator
(Mat.leave) Post being covered by [Richard Fletcher](#) (0117 922 23896)