

Bristol Parks Forum

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Update: Neighbourhood Engagement Team

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What is happening?

Environment and Leisure Services will be introducing Area Environment Officers (formerly with the title Neighbourhood Engagement Officers) from the 1st November. This is a new post that will take on and allow us to improve some of the functions currently carried out by the service.

There are seven Area Environment Officers, each working in a certain area of the city. The current officers and their areas of responsibility are:

Greg Eynon	Ashley, Easton and Lawrence Hill
Julian Cox	Greater Bedminster Community Partnership Dundry View Hengrove and Stockwood
Gary Brentnall	Avonmouth and Kingsweston Henleaze, Stoke Bishop and Westbury on Trym
Richard Gwyn	Knowle, Filwood and Windmill Hill Brislington Community Partnership
Robert McGovern	Cabot, Clifton and Clifton East Redland Cotham and Bishopston
Teresa Crichton	Horfield and Lockleaze Henbury and Southmead
Denise James	Greater Fishponds St George

What will they do?

Area Environment Officers have been created to support the delivery and improvement of services locally, to support neighbourhood decision-making and respond more effectively to communities and community groups.

The role combines responsibility for parks and green spaces with waste and street scene services.

The Environment Officer will have a number of key areas of work:

- To work positively with Neighbourhood Partnerships, councillors, resident groups, park user groups and others to change and improve services.
- To carry out site visits and inspections to identify and resolve any one-off or ongoing maintenance and management issues.
- To support Neighbourhood Partnerships to make decisions on devolved and influenced budgets. To support operational and projects staff to work effectively with Neighbourhood Partnerships and communities.
- To deliver strategy at a local level through green space investment plans and waste and street scene neighbourhood plans.

- 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.
- To communicate effectively on the delivery of services and the means to influence them and on progress made on projects and investment schemes.

The Area Environment Officers do not replace other roles in the council but complement them and bring a new focus to the organisation. The officers will have strong working relationships with:

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| • Area park managers | • Waste contractor - May Gurney |
| • Community park officers | • Sports development officers |
| • Tree officers | • The police and fire and rescue service |
| • Nature conservation officers | • Community safety officers |
| • Waste contract officers | • Housing officers |
| • Street scene enforcement officers | • Licensing and events officers |
| • Parks contractors - English Landscapes and Quadron Services | • Project officers |
| | • Landscape and urban designers |

How will communication work?

Over time, communities and officers will become more familiar with who does what as structures change in Environment and Leisure Services. Accepting that this will take time, a good rule of thumb is as follows:

An Area Environment Officer will try and resolve any enquiry received, which may in many cases mean finding and passing it to the right person. So if you are unsure, contact your relevant officer (please refer to map attached). Alternatively:

For standard enquiries on parks maintenance such as:

- full bins; overgrown vegetation; bushes needing cutting back;

contact the parks service 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**

Other posts anticipated to be in the Neighbourhood Engagement Team:

Strategy Co-ordinator:

- Will coordinate the implementation of Strategy across Environment and Leisure - including the PGSS, Waste Strategy and Playing Pitch Strategy.

Development Officer:

- Will lead on the development and implementation of a fundraising strategy.
- Will support the ambitions of local communities and the Council to improve services by proactively seeking and achieving capital and revenue funding to enable projects.