

Henleaze Neighbourhood Forum Notes – 6 June 2019

Present	<ul style="list-style-type: none"> • Helen Furber (HF) - Chair • PCSO Robert Cole (RC) and PCSO Kelly Foyle (KF) • James Freeman (JF), Ian Coyle (IC) and Simon Ford (SF) - First Bus • Geoff Gollop (GG) and Steve Smith (SS) - Councillors • Members of the public
Apologies	<ul style="list-style-type: none"> • Councillor Liz Radford (LR); Several members of the public

1		<p><u>Introduction</u></p> <p>HF welcomed everyone at a ‘packed’ Henleaze Library, gave apologies received and explained the proposed format for the evening.</p>																																																																	
2		<p><u>Police update</u></p>																																																																	
	a	<p>Statistics: RC went through the Westbury-on-Trym & Henleaze crime statistics for the year leading up to the Forum (see below). By way of additional information, he compared the statistics with activity in the previous year.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: yellow;"> <th style="text-align: left;"><u>Offence group</u></th> <th style="text-align: center;"><u>Last 12 months</u></th> <th style="text-align: center;"><u>Previous 12 months</u></th> <th style="text-align: center;"><u>% change</u></th> <th style="text-align: center;"><u>Actual change</u></th> </tr> </thead> <tbody> <tr><td>Arson & criminal damage</td><td style="text-align: center;">56</td><td style="text-align: center;">80</td><td style="text-align: center;">-30.0</td><td style="text-align: center;">-24</td></tr> <tr><td>Burglary</td><td style="text-align: center;">117</td><td style="text-align: center;">226</td><td style="text-align: center;">-48.2</td><td style="text-align: center;">-109</td></tr> <tr><td>Drugs</td><td style="text-align: center;">2</td><td style="text-align: center;">5</td><td style="text-align: center;">-60.0</td><td style="text-align: center;">-3</td></tr> <tr><td>Misc against Society</td><td style="text-align: center;">8</td><td style="text-align: center;">8</td><td style="text-align: center;">0</td><td style="text-align: center;">0</td></tr> <tr><td>Possession of weapons</td><td style="text-align: center;">0</td><td style="text-align: center;">2</td><td style="text-align: center;">-100.0</td><td style="text-align: center;">-2</td></tr> <tr><td>Public order</td><td style="text-align: center;">56</td><td style="text-align: center;">58</td><td style="text-align: center;">-3.4</td><td style="text-align: center;">-2</td></tr> <tr><td>Robbery</td><td style="text-align: center;">5</td><td style="text-align: center;">16</td><td style="text-align: center;">-68.8</td><td style="text-align: center;">-11</td></tr> <tr><td>Sexual</td><td style="text-align: center;">14</td><td style="text-align: center;">15</td><td style="text-align: center;">-6.7</td><td style="text-align: center;">-1</td></tr> <tr><td>Theft</td><td style="text-align: center;">93</td><td style="text-align: center;">179</td><td style="text-align: center;">-48.0</td><td style="text-align: center;">-86</td></tr> <tr><td>Vehicle</td><td style="text-align: center;">113</td><td style="text-align: center;">250</td><td style="text-align: center;">-54.8</td><td style="text-align: center;">-137</td></tr> <tr><td>Violence against the person</td><td style="text-align: center;">128</td><td style="text-align: center;">112</td><td style="text-align: center;">-14.3</td><td style="text-align: center;">-16</td></tr> <tr style="font-weight: bold;"> <td>TOTALS</td> <td style="text-align: center;">592</td> <td style="text-align: center;">951</td> <td style="text-align: center;">-37.7</td> <td style="text-align: center;">-359</td> </tr> </tbody> </table> <p>RC and KF both reminded participants of the importance of marking articles so that they can be identified and returned by the Police to their owners if they are recovered. It is recommended that you use Immobilise (www.immobilise.com) to register your valuables and help reduce property crime.</p>	<u>Offence group</u>	<u>Last 12 months</u>	<u>Previous 12 months</u>	<u>% change</u>	<u>Actual change</u>	Arson & criminal damage	56	80	-30.0	-24	Burglary	117	226	-48.2	-109	Drugs	2	5	-60.0	-3	Misc against Society	8	8	0	0	Possession of weapons	0	2	-100.0	-2	Public order	56	58	-3.4	-2	Robbery	5	16	-68.8	-11	Sexual	14	15	-6.7	-1	Theft	93	179	-48.0	-86	Vehicle	113	250	-54.8	-137	Violence against the person	128	112	-14.3	-16	TOTALS	592	951	-37.7	-359
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	b	<p>Secured by Design: RC recommended looking at the Secured by Design (SBD) website (www.securedbydesign.com). The following is an extract from the website:</p> <p>“As a police organisation working alongside the Police Service in the UK, we seek to achieve sustainable reductions in crime through design and other approaches to reduce the demand on police forces and help people live in a safer society.</p> <p>“SBD was created in 1989 following the housing boom of the 1960s-1980s when there was a huge and urgent demand for housing. Estates were built quickly and often cheaply without any basic security. Burglars found externally glazed windows and doors relatively easy to enter as all they had to do in many cases was lift out the double-</p>																																																																	

	<p>glazing and climb through the frame. In the wider built environment, sky walkways and subways incorporated into many large estates were designed to keep apart pedestrians and the rapidly growing number of vehicles. However, this created a haven for criminal activities where escape routes were everywhere and anonymity was absolute. In response, the Police Service set up SBD to combat the significant rise in burglary.</p> <p>“SBD started working with industry bodies and manufacturers to tackle the variations in the quality of the product being sold against the product that was originally tested. With SBD driving the market, it resulted in test houses being created and certification bodies set up to meet the demand. This work over many years has raised the awareness of the importance and benefits of security throughout the standards and construction industry. Today, products like doors and windows have to be certified by a United Kingdom Accreditation Service (UKAS) certification body before being considered for SBD’s Police Preferred Specification.”</p>
	<p>c Southmead Police Station: The anticipated opening date for the new Station at Southmead Hospital is mid-2019. Post the Forum, it is understood that the Station will open on 8 July.</p>
	<p>d Beat Surgeries: Will be advertised by RC.</p>
	<p>e Questions: Answers given to participants’ questions were:</p> <ul style="list-style-type: none"> • Outside of London it is possible to park on a pavement provided sufficient space is left for a wheelchair to use the pavement. • Stopping a vehicle and keeping the engine running is a ‘grey area’ as the law is unclear in that there is no mention of how long the engine can run before an offence occurs.
3	<p><u>First Bus</u></p>
	<p>a Background: Following concerns about the local bus services (particularly Service 2) First agreed to send representatives to the Forum to respond to participants’ questions/issues. The invitation was accepted prior to the announcement of a Consultation about Service 2.</p> <p>On the evening, three representatives of First, West of England attended – James Freeman (Managing Director), Ian Coyle (Operations Director) and Simon Ford (Commercial Manager).</p> <p>In advance of the Forum, a number of questions/issues were sent to First by HF so that we could have a focused meeting and any ‘research’ required could be undertaken beforehand.</p> <p>On behalf of First, JF responded to the advance questions, updated participants on the progress of the Service 2 Consultation and took questions ‘from the floor’.</p>
	<p>b Routes/Bus Stops:</p> <ul style="list-style-type: none"> • JF confirmed that Service 2 is the most heavily used in Bristol; it is also the most difficult to manage on account of the length of the route and various ‘pinch points’ that cause traffic delays.

	<ul style="list-style-type: none"> • The major destination not currently covered for most Henleaze residents is Southmead Hospital (the Doncaster Road stop is too far away for most bus users) – hence the revised route proposal in the Consultation (see 3f). • If services 1 and/or 2 are split, residents are of the view that it is important to keep a direct link with Bristol Temple Meads (possibly as the last stop on the route). JF advised that, at least in the short to medium term, the route is unlikely to be split as it is difficult to agree where passengers want the end points to be and drivers need to have toilet/rest facilities which split routes are unlikely to be able to accommodate. • Notwithstanding the previous response, JF was also asked whether, if a route is split, can First co-ordinate a change of bus along the current full route with, say, a 5-minute wait at a stop? E.g. take a bus to Bristol Temple Meads on Service 2 and be able to access a bus to Stockwood from the same bus stop as the passenger has arrived at on Service 2. The response was that whilst this would appear to be a good proposal, there are two factors that cause issues – (1) traffic hold ups leading to late running buses and (2) Bristol City Council rather than First Bus allocate bus stops – although there is co-operation between the two, First cannot guarantee where bus stops are located. • Residents have also asked if it is possible to have (1) a direct bus to Bristol Parkway and (2) a link between Henleaze Road (other than just at Lake Road) with Westbury-on-Trym village. In both cases it was confirmed that there are no current plans for these routes to be served – insufficient demand and lack of commercial viability are the key reasons. • The distance between stops in central Bristol has been raised at the last two Forums. With a reduction in the number of bus stops, this has led to access difficulties (particularly returning to Henleaze) for those attending appointments at the BRI, Eye Hospital and Dental Hospital. JF advised that this was also an issue for Bristol City Council as Council Officers are responsible for the allocation of bus stops. The introduction of Metrobus stops in central Bristol is part of the reason for the revised locations of central Bristol bus stops. • Residents are disappointed that there is no longer a common stop at Cribbs Causeway, The Mall for Services 1 and 2. JF advised that Bristol City Council had reallocated the former Service 2 stop to the Metrobus.
c	<p>Methods of Payment/Fares</p> <ul style="list-style-type: none"> • mTickets and Travelwest Travel Cards have helped to ‘speed up’ bus journeys. Contactless payments are also helping. • Last year it was proposed that drivers could no longer add day, week, month and single trip tickets to an existing Travelcard. The decision was rescinded but, whereas this is accurately reflected on First’ own site, the Travelwest site needs to be updated. • An integrated travel card (i.e. including rail) would be helpful; this would be very expensive to introduce. The West of England Authority is very interested in having ‘Oyster type’ tickets and is reviewing the possibility. First does however have a Freedom Travelpass for integrated local bus and rail journeys. Day tickets can be purchased on buses.

	<ul style="list-style-type: none"> • Very little feedback has been received following the introduction of flat rate single fares.
d	<p>Punctuality/Service</p> <ul style="list-style-type: none"> • Punctuality is an ongoing issue in Bristol – mainly due to traffic. As an example, issues in the Stockwood area can, and do, have an effect on the punctuality of buses in Henleaze. • First now has its Control Facilities at 100 Temple Street. This enables controllers to see what is happening across the city and has helped to improve the overall performance of the bus service. However, a Control Facility cannot remove traffic blockages. • Last winter there was a lot of adverse publicity about late, withdrawn and overcrowded buses. This was caused by a number of factors including adverse weather conditions, staff shortages and having insufficient buses. These factors have been taken into account (more drivers, extra buses etc) to ensure an improved service this winter – especially from September as this a month when passenger numbers increase. • On Service 2, First has been running extra buses (i.e. in addition to scheduled services to fill gaps where there are known issues).
e	<p>Other</p> <ul style="list-style-type: none"> • More drivers have been recruited and extra buses have been acquired for the Bristol area. Attrition rates have improved. • Driver knowledge will improve with lower attrition rates. Drivers are receiving additional training to improve their client service skills and knowledge. This is a large task with 1,200 drivers. • The introduction of more orbital routes is unlikely due to the facilities required (see 3b). • From 15 May until 21 December 2018, First Bus worked with Esoterix Systems to offer MYFIRSTMILE as part of an integrated traffic initiative. The feedback was constructive and the experiment – although expensive – was worthwhile. Lessons have been learnt which will be fed into future plans.
f	<p>Service 2 Consultation</p> <p>The Consultation started on 23 May and was due to end on 9 June – three days after the Forum.</p> <p>The key issues for the participants were two of the three proposed route changes. The following are extracts from the Consultation document.</p> <p><u>a. North View Approaching White Tree Roundabout</u></p> <p>Buses are suffering from delays on North View approaching White Tree Roundabout on journeys towards the City Centre and Stockwood. It is proposed to amend the route on journeys travelling from Cribbs Causeway to Stockwood to operate via Henleaze Road</p>

and then join Westbury Road. As a result, delays would be reduced and journey times would become more consistent, as buses would use the Westbury Road bus lane to approach the White Tree Roundabout. Two bus stops at Henleaze Road and Northumbria Drive would no longer be served.

Journeys travelling from Stockwood to Cribbs Causeway would continue to follow the current route.



and

b. Improving Links to Southmead Hospital

Buses would operate via Pen Park Road and Southmead Road, instead of Greystoke Avenue and Doncaster Road. As well as providing a service to more of Pen Park Road, there would be bus stops closer to Southmead Hospital. Greystoke Avenue and Doncaster Road would continue to be served by frequent Service 76.



- Prior to the Forum, it was confirmed that over 500 responses had been received. JF had received 'very loud messages' about not changing either of the above routes.
- It was accepted that there can be long delays at busy times in North View approaching the White Tree Roundabout on journeys towards the City Centre and Stockwood but Forum participants/ responses to the Henleaze and Westbury Park Consultation made it clear that the community wants to keep the current

		<p>route as it is used by Waitrose shoppers and Library and Cinema users amongst others. A number of the bus users are elderly and lack mobility. A route change would be particularly detrimental for them.</p> <ul style="list-style-type: none"> • Although those living in Henleaze and Westbury Park have asked for a direct service to Southmead Hospital, the proposed route change means that it would no longer pass the Greenway Centre which many residents attend for various purposes – especially the Greenway Medical Centre. • JF confirmed that the results of the Consultation should be available at the end of June but the two changes above would not take place. The third proposed route change, to operate via Station Road, Henbury Road and Crow Lane in order to avoid congestion on the A4018 may, subject to Consultation responses go ahead. • It was confirmed by participants that, notwithstanding the majority not wanting the proposed route change to provide a closer link to Southmead Hospital, they would still like to see proposals in the future for a route (Service 2 or otherwise) that goes into the Southmead Hospital building. JF advised that there may be some changes in Spring 2020. • After speaking about the Consultation, JF responded to some final questions about services generally.
g		<p>Closing questions</p> <ul style="list-style-type: none"> • If anyone has concerns about services provided by First, please raise them on a timely basis so that a response can be provided. It is easier to go direct to IC (ian.coyle@firstgroup.com) at First in Bristol rather than through the website. • Through the Control Centre previously referred to, extensive details are recorded regarding all bus journeys. This means that complaints can be checked against data held – e.g. speeding or a bus not running on time. • Drivers cannot switch off the equipment that tracks journeys and sends real time information to bus stops. JF did concede that information can be more accurate through apps than the indicators at bus stops. • Drivers are not allowed, by law, to drive for more than 4.5 hours without a rest. • Where possible, buses have automatic ‘switch offs’ when they stop. This helps environmentally and saves fuel. In the future all buses will have this facility. • By March 2020 there should be 99 buses fuelled by bio-methane. • The Councillors can assist if residents prefer not to go direct to First Bus.
4		<p><u>Matters resolved post the Forum on 28 February</u></p>
a		<p>Frontage outside Tesco Express, Henleaze Road: Repairs to the pavement have been completed.</p>
b		<p>Bristol City Council 20 mph Consultation: The Consultation closed on 31 August 2018. The results have recently been announced.</p>

		<ul style="list-style-type: none"> - 3351 responses were received. - Responses showed that the majority of people did not want to see any change to the speed limits and 95% backed 20mph limits near schools. - The responses also showed that 74% backed the lower speed limit on residential roads and 44% on main roads. - Of the 90 roads being looked at, eight have been earmarked for additional measures but currently the speed limits will remain the same.
	c	Pot holes: A number of pot holes have been dealt with.
	d	<p>Real time bus information: Several concerns had been raised about inaccurate information at bus stops.</p> <p>On 25 March Mayor Marvin Rees announced that a ‘bug’ in the real time information system (managed by Bristol City Council) had been fixed.</p>
5		<u>Community Infrastructure Levy (CIL)/ Section 106</u>
	a	<p>Updated position: The Area One Committee met on 15 May. In the Area as a whole there are a large number of applications and only limited funding is available.</p> <p>With the exception of the air monitoring stations, the ‘Henleaze applications (see 5b)’ are being reviewed in depth over the next few weeks (alongside applications from throughout Area One).</p> <p>The air monitoring stations do not meet the conditions for CIL or s.106 funding – hence not being pursued.</p> <p>Detailed guidance notes which include information on the type of projects that can be funded by CIL/106 funds are available at www.bristol.gov.uk/people-communities/funding-local-projects</p>
	b	<p>Projects still under consideration:</p> <ul style="list-style-type: none"> - <i>Crossing by junction of Henleaze Road with Cavendish Road:</i> Advice sought from Bristol City Council about how to make the crossing safer. - <i>Crossing Henleaze Road/Henleaze Park Drive:</i> Purchase and installation of high-viz LEDs. - <i>Trees:</i> Three replacement trees in Old Quarry Park and Owen Grove (2). - <i>Electric charging points:</i> Under discussion for Area One rather than just Henleaze.
6		<u>Environmental issues/ Fix My Street</u>
	a	<p><u>Fix My Street website:</u> A number of concerns have been raised at – and between – Forums about automated responses being received quickly but physical actions taking too long. At the February Forum LR advised that she had spent time with Bristol City Council Officers raising issues about the time it takes to resolve issues. It appears that there are technology issues (as well as human resource) issues that are being dealt with. The position has not improved since the last Forum.</p>

	b	<p>Bins: Once again the issue of overflowing and smelly bins remaining on the streets 24 hours a day/ 7 days a week was raised. Three main areas of concern are:</p> <ul style="list-style-type: none"> - On the corner of Cardigan Road/Henleaze Road. - At the end of the lane by 168 Henleaze Road. - Outside 251A Henleaze Road. <p>All of the above have been reported to Bristol City Council. Subsequently the position has improved in the area around 168 Henleaze Road.</p>
	c	<p>Pavements: The damaged paving stones (uneven surface) in Cavendish Road (near the Boots corner) are still in a poor state of repair. There is no evidence (i.e. white markings) that Bristol City Council is taking any action.</p>
	d	<p>Graffiti: The graffiti on the phone box outside St Peter's Hospice, Henleaze Road has been removed by an Open Reach employee.</p>
	e	<p>North View bus stop: The bus stop 'Westbury Road (D)' remains semi hidden. The Councillors agreed to take follow up action.</p>
7		<p><u>A4018 Consultation</u></p> <p>The consultation received 2,726 responses. Summary feedback was posted on Bristol City Council's website on 20 May. See https://bristol.citizenspace.com/growth-regeneration/a4018-improvements-proposals/</p> <p>A full report summarising the response to the Consultation was subsequently published for the Bristol City Council Cabinet meeting on 18 June. See https://democracy.bristol.gov.uk/documents/s32720/190618%20Appendix%20B%20-%20consultation%20results%20report.pdf</p>
8		<p><u>Any Other Business - Defibrillator</u></p>
		<p>Everyone was reminded that there is a public access defibrillator available 24 hours a day/7days a week outside the Henleaze United Reformed Church. It is on the wall outside of the office on Waterford Road.</p>
9		<p><u>Bristol City Council Consultations</u></p>
		<p>They are available at https://bristol.citizenspace.com/. (set the status option to open or you will also see all closed Consultations)</p>
10		<p><u>Next Forum</u></p> <p>7pm to 9pm on Tuesday 3 September 2019 at Henleaze Library.</p>

Privacy/ Contacts

Your privacy is important. The Henleaze Forum (administered by Helen Furber) only uses your email address to send you information about Forums (including related papers) or to respond to information requests from you. Your address is held within a separate Henleaze Forum database. Your contact details are not shared with other entities, e.g. The Henleaze Society, the Westbury Park Community Association or your Ward Councillors without your prior permission.

HENLEAZE FORUM APPENDIX – Contact Details/ Further information

Henleaze Forum	Email: henleazeforum@hotmail.com
The Henleaze Society	Email: ths.newsletter@gmail.com
Henleaze Character Appraisal	https://www.bristol.gov.uk/documents/20182/0/Henleaze+character+assessment/1719a373-1617-4f53-bb97-eccbce1c5b89
Westbury Park Community Association	Email: westburyparkca@gmail.com
Westbury Park Character Appraisal	https://westburyparkcommunityassociation.weebly.com/uploads/2/9/5/4/29540263/wpca_character-assessment_(1).pdf
Police	Our Neighbourhood Police Team is Beat Manager PC Stephen Harding and PCSO Robert Cole. For urgent matters call 999; for non-urgent matters call 111. You can also send an email to the Beat Team using the Avon & Somerset website – see www.avonandsomerset.police.uk/your-area/henleaze-and-westbury-on-trym/
Vehicles without MOTs	To check if a vehicle is taxed, members of the public can use the DVLA website – www.gov.uk/check-vehicle-tax
Member of Parliament	Darren Jones MP – Email: darren.jones.mp@parliament.uk ; Tel: 0117 9596545
Ward Councillors	Geoff Gollop – Email: cllr.geoffrey.gollop@bristol.gov.uk ; Tel: 903 9946 Liz Radford – Email: cllr.liz.radford@bristol.gov.uk ; Tel: 0739 210 8806 Steve Smith – Email: Cllr.Steve.Smith@bristol.gov.uk ; Tel: 07769 285266
Bristol City Council & Cabinet Meetings	Full Council and Cabinet meetings are available via live and recorded webcasts. https://democracy.bristol.gov.uk/mgCalendarMonthView.aspx?GL=1&bcr=1
Bins and recycling	https://www.bristol.gov.uk/en_US/bins-recycling
Community Infrastructure Levy (CIL)/ Section 106	See www.bristol.gov.uk/people-communities/funding-local-projects
Street issues	Examples include street lighting, drains, graffiti and damaged roads/ footpaths. https://www.bristol.gov.uk/en_US/report-a-street-issue
West of England Combined Authority	https://www.westofengland-ca.gov.uk/
First - Bristol, Bath & the West	www.firstgroup.com/bristol-bath-and-west Ian Coyle (Operations Director) - ian.coyle@firstgroup.com