

Public Relations, Consultation
and Engagement



‘Your Neighbourhood’ 2017 Consultation

**Final Report
4 October 2017**

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Executive Summary

'Your Neighbourhood' consultations

The 'Your Neighbourhood' consultations are five coordinated public consultations on savings proposals which would have visible effects in local neighbourhoods if approved.

The 'Your Neighbourhood' consultations were open between 13 June and 5 September 2017 and comprised consultations on proposals for:

- Bristol Community Links
- Libraries
- Public Toilets
- School Crossing Patrols
- Withdrawal of funding for Neighbourhood Partnerships

A summary of the five savings proposals can be found in section 1.3 of this report.

These proposals are in the context of the £62.199m of budget savings which were considered by Full Council on 21 February 2017. The 'Your Neighbourhood' consultations sought views from the public, service users and providers before final decisions on implementation are made.

The consultation comprised an online survey (www.bristol.gov.uk/yourneighbourhood), with paper copies available in all libraries, the citizen service point and at public and service-led stakeholder meetings on the consultation. Alternative accessible formats were available on request. In addition, face to face consultation was undertaken at eight public events during June and July 2017 and at meetings with service providers, users and other stakeholders.

Reference is also made in this report to the '**Supporting People**' consultation. This is a separate consultation on savings proposals which would affect defined organisations and their service users. Although not part of the 'Your Neighbourhood' consultations, the 'Supporting People' consultation was open for the same 12 week period and was included in the discussions at the eight public events. The methodology and results of the 'Supporting People' consultation is reported separately. Further details are available at bristol.citizenspace.com/people/reductions-to-supporting-people-budgets

A Cumulative Impact Assessment is being prepared which identifies the combined effects of the five 'Your Neighbourhood' consultation proposals and the 'Supporting People' proposals in terms of impacts on equalities groups, impacts on different parts of the city and the historical context of service changes in Bristol.

Scope and purpose of this report

This report describes the methodology and presents the findings of the 'Your Neighbourhood' consultations including:

- Quantitative data from 3,749 survey responses received by 5 September 2017;
- Free text analysis of 3,749 survey responses received by 5 September 2017;
- Comments and suggestions received at eight public meetings which were held between 29 June and 24 July 2017 and attended by 437 members of the public;
- Issues raised at other meetings with service providers, users and other stakeholders to 5 September 2017;
- Other correspondence received by 5 September 2017.

This report is intended to inform services about the public feedback on the draft proposals included in the 'Your Neighbourhood' consultations, as they develop final proposals for

decision by Cabinet. This consultation report will also be considered by Cabinet in making its decisions.

Key findings

Response rate

The number of responses to each of the five consultations is shown in Table ES 1.

Table ES1: number of responses to each of 'Your Neighbourhood' consultations.

Consultation	Number of responses
Bristol Community Links	1,607
Libraries	3,473
Public Toilets	2,122
School Crossing Patrols	1,328
Withdrawal of funding for Neighbourhood Partnerships	1,443
'Your Neighbourhood' consultations (one or more sections) ¹	3,749

705 (19%) respondents completed the survey on paper, and the remaining 3,044 (81%) completed it online.

Maps of response rate by ward are provided for all 'Your Neighbourhood' respondents and separately for respondents to each of the five consultations. Age profile, gender and other respondent characteristics are presented.

Bristol Community Links (BCL)

- 1,139 (73%) respondents agreed that independent living is a priority for the BCL service, 80 (5%) disagreed and 334 (22%) were not sure.
- 1,139 (74%) respondents agreed that dementia is a priority for the BCL service, 81 (5%) disagreed and 316 (21%) were not sure.
- 1,308 (84%) agreed that the drop-in service should be maintained, 51 (3%) disagreed and 200 (13%) were not sure
- 924 (61%) agreed that the transport to BCL Centres should not be automatically provided, but be decided on an individual case by case basis, 232 (15%) disagreed and 365 (24%) were not sure.
- Most respondents would prefer 8am opening (65% on weekdays and 85% at weekends). A smaller proportion favour 7am opening (27% on weekdays and 11% at weekends). Only a small proportion would like earlier opening times.
- Preference for evening closing times are more dispersed. Most respondents would like the centres to stay open until 6pm to 8pm (71% on weekdays and 56% at weekends). 15% would prefer the centres to stay open after 8pm on weekdays; 16% at weekends.
- 15% of the comments suggested different ways of running the service, two-thirds of which addressed transport.
- 15% of comments suggested alternative ways of funding the service. A breakdown of the suggestions is provided.

¹ Sum of responses to the five consultations exceeds 3,749 because people could complete more than one.

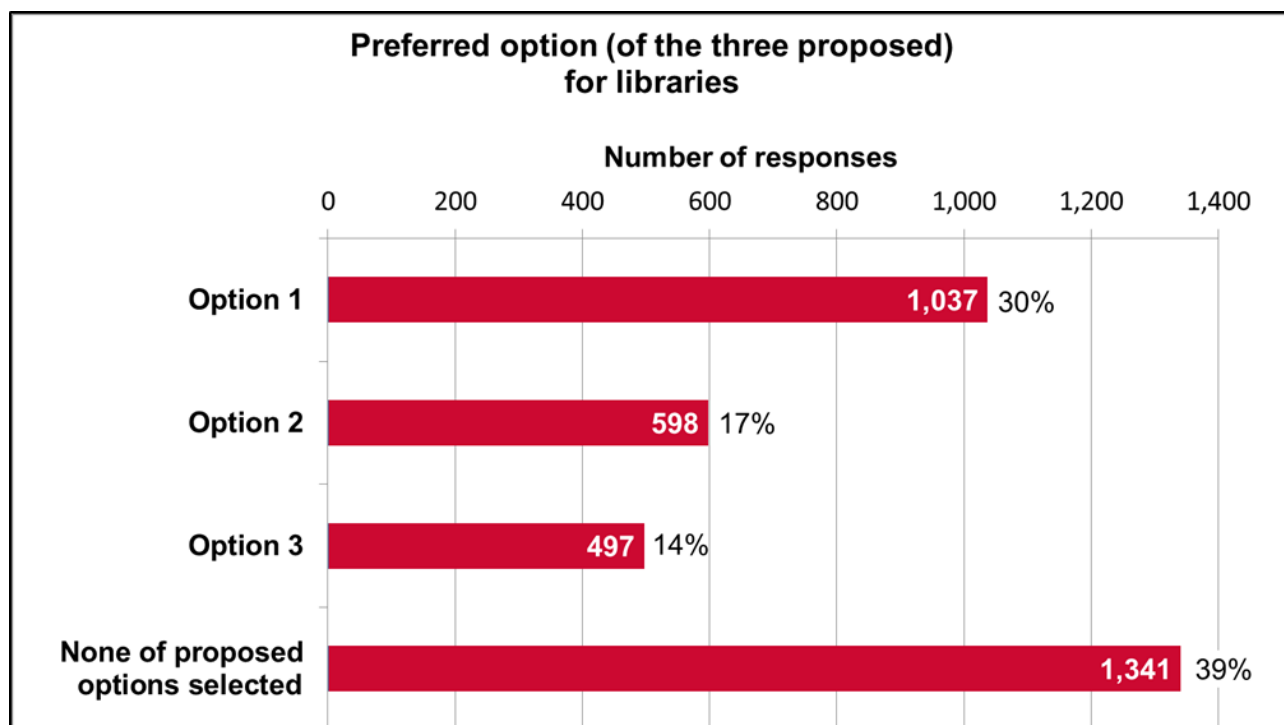
Libraries

Of 3,473 people who responded to the libraries consultation, 2,132 people (61%) selected a preferred option of the three libraries options proposed. (The options are described in section 5.1.3). 286 (13% of those who selected an option) of these also expressed a dislike of all three options in the free text response.

A further 1,341 respondents (39% of 3,473 library respondents) provided free text comments - mostly expressing concern and / or alternative suggestions for running the future library service - but did not select a preferred option in question 1. 816 (almost two-thirds of the 1,341) explicitly stated that they did not support any of the three options.

Of the 2,132 people who selected one of the three options, almost half (1,037) expressed a preference for Option 1.

Figure E1: preferred option for future library service of three options proposed in Q1



The concerns and suggestions for alternative library provision expressed in the free text comments is summarised in section 5.1.4.

Public Toilets

Of 1,642 people who selected a preferred option of the three options proposed, there was a clear preference by 1093 (67%) for option 1 - close 18 public toilets, raise awareness of where publicly accessible toilets are and introduce a Business/Community Toilet Scheme.

Option 2 (close 17 public toilets and invest £30,000 in keeping one open) was selected by 387 (24%) respondents.

Option 3 (close 18 public toilets and provide no alternative provision and save an additional £30,000) was chosen by 162 (10%) people.

The remaining 480 respondents to the toilets consultation did not select any of the three options. 392 of these respondents provided alternative ideas for providing public toilets in Bristol, 294 of whom said the council should not close any of the public toilets.

There was support for keeping open a toilet on the Downs (three locations: Suspension Bridge, Stoke Road and Sea Walls), in Westbury Village, Colston Avenue and St George Park. (There was a markedly higher response rate from Westbury-on-Trym and Henleaze ward than other wards).

There was support at the public meetings for the idea of a Business/Community Toilet Scheme, provided these are fully accessible and can be relied upon to be available.

School Crossing Patrols

There were widely varying response rates relating to each of the 80 crossing sites but high response rates did not correlate with schools where the proposal is to discontinue a crossing. The highest response rates related to Hillcrest Primary and Westbury on Trym C of E Academy.

645 (49%) respondents provided suggestions for alternative interventions that could compensate for the loss of a School Crossing Patrol.

Of the 978 respondents who answered the question on volunteering with Community Speedwatch, 19% said they would consider volunteering, and 81% said they would not.

Of the 1,107 respondents who answered the question "Would you be prepared to pledge to drive within the 20mph speed limit?" 59% said they would pledge to drive at 20mph, 14% said they would not and 27% stated that they do not drive.

Withdrawal of funding for Neighbourhood Partnerships

Proposal 1: 891 (68%) respondents think the council should provide funding for at least two independent community meetings each year. 411 (32%) stated their area does not need meetings.

Proposal 2: 1,082 (81%) respondents agree the council should make community project funding available for local community activities. 250 (19%) stated their area does not need the council to fund local projects.

Proposal 3: 956 (73%) respondents would be interested in influencing how the local element of Community Infrastructure Levy (CIL) funding is spent. 346 (27%) would not.

Respondents think the best ways for them to influence how CIL is spent are 'local community meetings' (41% of responses) and 'online survey or discussion forum' (35%). Social media was popular with 15% and council committee meetings with only 7%. There was a clear preference for more local area-based CIL committees, rather than a city-wide committee.

Combined effects of the proposals

2,390 respondents identified parts of the city which they felt would be particularly negatively affected by the combined effects of the proposals. 80% of responses identified specific wards. The wards where there is predicted to be greatest combined impacts are:

- Westbury-on-Trym & Henleaze – 9% of responses;
- Avonmouth & Lawrence Weston - 9%;
- Clifton – 5%;
- Knowle – 4%;
- Redland – 4%;
- Hartcliffe & Withywood – 3%;
- Brislington East – 3%.

The remaining 20% of responses stated that no ward would be particularly affected.

Volunteering and social action

1,654 (44%) respondents stated that they are interested in volunteering/social action. 2,095 (56%) are not interested. A breakdown of areas of interest is provided.

How the report will be used

The consultation results, along with our Equalities Impact Assessments, will be taken into consideration in developing a set of final proposals that will be put to the Mayor and Cabinet to make a final decision, and also by the Mayor and Cabinet when they take those decisions.

The council's decisions on these services will be made at public meetings of Cabinet later in 2017 or early 2018. These dates will be published as part of the Council's forward plan (www.bristol.gov.uk/forwardplan), which will give 28 days' notice of the meeting at which the decisions will be made, and results will be published through normal procedures for Cabinet decisions.

1 Introduction

1.1 Context

On 21 February 2017 Full Council agreed savings of £33.068m for the 2017/18 financial year and noted proposals for some £29.130m of additional savings for the period 2018/19 to 2021/22.

Of the savings proposals considered by Full Council in February 2017, many can be achieved by business efficiencies, or were consulted on as part of the Corporate Strategy 2017 – 2022 consultation from 13 October 2016 until 5 January 2017. Further consultation is not being undertaken for these changes.

For other savings proposals, including the 'Your Neighbourhood' proposals described in this report, further consultation has been undertaken during 2017 to seek views from the public, service users and providers before final decisions on implementation are made. For a number of other savings proposals, further consultation will be undertaken at a later date.

1.2 Scope of this report

This report describes the methodology and results of the '**Your Neighbourhood**' consultations.

The 'Your Neighbourhood' consultations were open between 13 June and 5 September 2017 and comprise consultations on proposals for:

- Bristol Community Links
- Libraries
- Public Toilets
- School Crossing Patrols
- Withdrawal of funding for Neighbourhood Partnerships.

Reference is also made in this report to the '**Supporting People**' consultation. This is a separate consultation on savings proposals which affect defined organisations and their service users². Although not part of the 'Your Neighbourhood' consultations, the 'Supporting People' consultation was open for the same 12 week period and was included in the discussions at eight public events during June and July 2017. The methodology and results of the 'Supporting People' consultation is reported separately.

This consultation report summarises and quantifies the views expressed in the consultation survey, at meetings with the public and other stakeholders, and in written correspondence received between 13 June and 5 September 2017. It does not contain the council's assessment of the feasibility of any of the suggestions received nor the council's proposals, having considered the consultation feedback, for the delivery of future services.

² The Supporting People consultation addresses four options to manage a reduction in budget of £1.8m per year. There are a number of different services funded from the Supporting People budget, including:

- supported accommodation for people with mental health issues or a learning difficulty;
- sheltered housing;
- advice services; and
- "floating support" that supports people in their own homes.

Further details are available at bristol.citizenspace.com/people/reductions-to-supporting-people-budgets

This report deals only with the responses to the consultation between 13 June and 5 September. Other information and views provided to the council outside this consultation will be taken into account as appropriate

1.3 Description of the 'Your Neighbourhood' consultation proposals

1.3.1 Bristol Community Links

Bristol Community Links is Bristol City Council's in-house day service for adults with learning disabilities, dementia, physical and sensory impairment or social care needs.

The service includes the following

- Three Community Links Centres, based in North, South and Central Bristol, provide services for people with complex and high level personal care needs. They also provide a base for people to go out and access community activities. Approximately 130 people currently use the service. People who attend the centres are brought to and from the centres in minibuses.
- Three drop-in centres offer low level support to people with learning disabilities who otherwise live independently in the community. These centres are located in community-based centres. Approximately 120 people currently use the drop-in service.

The Bristol Community Links consultation proposed changes to drop-in centres, Community Links Centres and minibus transport services, with an annual budget reduced by £1.2m.

The proposed changes comprised:

- drop-in centre services - develop the service so it is available in other parts of the city and supports residents with other needs (e.g. a sensory impairment or physical disabilities), plus explore partnerships with other organisations;
- Community Links Centres - focus on developing skills for independent living and addressing the challenges of dementia;
- minibus transport services - work with individuals to assess their needs and help them, where possible, to use alternative transport. This could release funds to provide more services at the centres.

1.3.2 Libraries

The libraries consultation proposed three options for a revised library service, with an annual budget reduced by £1.4m. The three options are described in section 5.1.3.

Under each of the options, the proposal was to reduce the number of libraries from 27 to 10 comprising:

- the Central Library - to remain as Bristol's main library with seven-day opening over 54 hours a week;
- three Area libraries - open 47 hours a week (Monday to Saturday with late opening on Friday) and library staff present at all times;
- six Local libraries - open Monday to Saturday and staffed 9.30am-5pm on Tuesdays, Thursdays and Saturdays (22.5 hours in total), with extended out-of-hours access available at local libraries where possible.

The three options include different Area and Local libraries and were developed by assessing the existing libraries against four criteria, with different weightings of each criterion for the different options. The criteria are:

- community need (using Indices of Multiple Deprivation*, which takes into account 37 local indicators, by ward area, that cover health, education, housing and employment);
- building suitability and sustainability (i.e. the state and cost of running and maintaining the building);
- location;
- current use.

1.3.3 Public toilets

Bristol City Council currently provides 36 public toilets and urinals. The public toilets consultation proposed three options for 18 of the toilets (16 toilets and two urinals). The budget for these 18 toilets is proposed to be reduced from £470k per annum to £30k per year.

This proposal does not impact the other 18 public toilets, which may be considered at a later date.

The options were:

- Option 1: close all 18 public toilets, raise awareness of the existing publicly accessible toilets and also set up a business/community toilet scheme;
- Option 2: close all but one public toilet, with no funding for a business/community toilet scheme;
- Option 3: close all 18 toilets and save the remaining £30k for other things.

1.3.4 School Crossing Patrols

The School Crossing Patrols consultation proposed reducing the number of school crossing patrols from 80 to approximately 40, with a budget reduced by 50% to £155k per annum.

The proposals were:

- to discontinue School Crossing Patrols at all sites where there is an engineered crossing - such as a Zebra or Puffin (traffic-light operated) crossing; and
- for sites where there is no engineered crossing, to retain funding for those crossing sites determined to have the greatest need.

The assessment of need follows a nationally accepted method used by most local authorities, which uses the number of pedestrians (P) and moving vehicles (V) at the crossing at school run time to calculate a score called PV Squared. In addition to PV Squared, we captured additional site information where available (such as the average speed of vehicles, visibility, incident reports and accidents near the site) to assess its relative safety.

1.3.5 Withdrawal of funding for Neighbourhood Partnerships

For Neighbourhood Partnerships the proposal was to remove £1.062m funding for current Neighbourhood Partnerships arrangements (plus an additional £447k which was spent on local highway schemes and other community projects) and focus a remaining budget of £309k per year on the following three activities.

- Proposed activity 1: supporting community meetings - £14k each year across the city.
- Proposed activity 2: funding small community projects. We proposed that up to £257k of funding each year is provided across the city, with one third of the grant funding to be distributed evenly across the city and two thirds to be available as additional funding to the most deprived areas in the city. Local people would decide with their ward councillors how this money will be spent.
- Proposed activity 3: enabling communities to influence the spending of the Community Infrastructure Levy (CIL) money. We proposed that £38k of funding is provided each year to support this activity and any related committee meetings.

1.3.6 Further information

Further information on the consultation proposals is available at bristol.citizenspace.com/bristol-city-council/yourneighbourhood

1.4 Structure of this report

Chapter 2 of this report describes the consultation methodology.

Chapters 3 to 9 present the consultation results.

- Chapter 3 presents the combined survey response rate and respondent characteristics for all respondents to the five 'Your Neighbourhood' consultations.
- Chapters 4 to 8 describe the survey results for each of the five consultations – Bristol Community Links (chapter 4), Libraries (chapter 5), Public Toilets (chapter 6), School Crossing Patrols (chapter 7) and Withdrawal of Funding for Neighbourhood Partnerships (chapter 8) – plus feedback from public events, service-led events and other correspondence for each savings proposal.
- Chapter 9 includes the results of the 'Next Steps' section of the survey, which covers respondents' views on the combined effects of the five savings proposals, social action and volunteering and how people like to communicate with the council and within the community.

Chapter 10 describes how this report will be used and how to keep updated on the decision-making process.

2 Methodology

2.1 Survey

2.1.1 Online survey

An online survey was available on the city council's Consultation Hub (www.bristol.gov.uk/consultationhub) between 13 June and 5 September 2017. The online survey pages contained:

- an overview of the five consultations and details of eight public events;
- a survey with seven sections:
 - 'About you' (completion required by all respondents). This requested respondents' postcode, reason for interest in the consultation and equalities monitoring details;
 - Bristol Community Links questions (optional);
 - Libraries questions (optional);
 - Public Toilets questions (optional);
 - School Crossing Patrols questions (optional);
 - Neighbourhood Partnerships questions (optional);
 - 'Next Steps' (completion required by all respondents). This included combined effects of the savings proposals, social action/volunteering, use of the five services and how people like to communicate with the council and within the community.

Respondents could choose to answer one or more of the five consultations and could answer sections in any order and save and return to the survey later.

Each of the sections with questions specific to the five savings proposals included links to additional information about the service and proposed changes, an interactive map of the proposals (searchable to street level) and the Equalities Impact Assessment.

The 'Next Steps' section included an interactive combined effects map showing all five proposals. Respondents were asked to use the map to illustrate the options they had selected for each of the proposals and to identify up to three areas in the city which they believe would be particularly negatively affected by the potential combined effects of the proposed changes they had selected.

2.1.2 Paper copies

Paper copies of the consultation were made available with Freepost return envelopes in all libraries, at the Citizen Service Point, at all public meetings and on request by email and telephone. The following three documents were produced which together provided all the information that was available online, including maps (except for the interactive maps):

- 'Your Neighbourhood' Information Booklet – 1,000 copies;
- 'Your Neighbourhood' Survey Booklet (a questionnaire) – 1,000 copies;
- 'Your Neighbourhood' Equalities Impact Assessment – 1,000 copies.

In addition, libraries-only consultation documents were produced based on previous experience of a very high request rate for this format during consultations on proposed changes to libraries.

- 'Your Neighbourhood' Libraries Booklet (a combined information document and questionnaire, including the 'About You' and 'Next Steps' sections) – 2,500 copies;
- 'Your Neighbourhood' Libraries Equalities Impact Assessment – 1,300 copies.

2.1.3 Alternative formats

The following alternative formats were made available on request (with initial stock of Braille, Large Print and Audio File formats, which were provided at the launch or within two weeks of the consultation starting).

- Braille
- Large Print
- Easy Read
- Audio file
- British Sign Language (BSL) videos
- Translation to other languages. (No translations were directly requested by citizens).

Paper copies and Large Print were made available in libraries and the Citizen Service Point and were sent out following requests by telephone. Paper copies, Large Print and Braille were available at all the public meetings and service-led meetings.

Easy Read and BSL formats were also available at the online survey webpages.

Braille, Large Print, Easy Read, Audio File and British Sign Language formats were distributed proactively by the services to user groups who were anticipated to require them.

2.2 Public Meetings

Eight public meetings were held - one daytime and one evening meeting in each of four geographical areas across the city based on parliamentary boundaries. The meetings were facilitated by an independent host and attended by Mayor Marvin Rees, Deputy Mayors Cllr Craig Cheney and Cllr Asher Craig, plus other members of the cabinet, and supported by officers with detailed knowledge of the services being consulted upon.

All the meetings were free to attend and could be booked online or by telephone. They were publicised via the media, social media and on hard copy posters.

Details of the meetings and the number of members of the public attending are shown in Table 1. In total 499 people registered to attend an event (some did not attend). Of these, 214 pre-submitted a question or comment for discussion.

Table 1: 'Your Neighbourhood' public meetings

Date	Location	Number of attendees
29 June 2017, 12.30-14.00	Greenway Centre, Southmead (north)	60
10 July 2017, 18.30-20.00	City Hall, (central)	111
11 July 2017, 12.30-14.00	The Vassall Centre, Fishponds (east)	37
12 July 2017, 12.30-14.00	Broadmead Baptist Church (central)	46
13 July 2017, 18.30-20.00	The Park, Knowle (south)	31
19 July 2017, 18.30-20.00	The Vassall Centre, Fishponds (east)	41
24 July 2017, 12.30-14.00	The Park, Knowle (south)	33
24 July 2017, 18.30-20.00	Shirehampton Public Hall (south)	78
	Total	437

The format of each of the eight public meetings was as follows:

- A statement by the Mayor and introduction to the 'Your Neighbourhood and Supporting People' budget savings proposals described by the independent host (approx. 10 minutes);
- Question and answer (Q&A) session with a panel of the Mayor, Deputy Mayors and Cabinet members facilitated by the independent host. The independent host selected questions submitted in advance by members of the public, with additional questions from attendees as discussion developed (approx. 40-50 minutes);
- Facilitated roundtable discussions to explore issues of concern, alternative ways to reconfigure services and/or deliver services with reduced council budgets and possible ways to mitigate negative impacts of the proposed changes (approx. 30-40 minutes).

The points raised in the Q&A sessions, roundtable discussions and suggestions boxes were recorded and are summarised for each of the five consultations in chapters 4, 5, 6, 7, and 8. Further details of the breakdown of questions and comments are provided in Appendix A.

2.3 Service-led meetings

Each of the five services held meetings targeted at specific service providers and service users or other stakeholders. Details of these meetings are listed below.

2.3.1 Bristol Community Links

The BCL service held 15 meetings with stakeholders in addition to the eight public meetings (Table 2).

Table 2: Meetings with BCL stakeholders

Date	Location	Number of attendees	Group(s) consulted
14 July 2017	BCL Central	20	Current users / carers
17 July 2017	BCL South	10	Current users / carers
18 July 2017	City Hall	20	BCC Members
20 July 2017	City Hall	15	LD Employment group
26 July 2017	BCL South	25	BCL Staff team
26 July 2017	City Hall	45	Commissioned Providers
27 July 2017	BCL North	40	Adult Social Care Team Managers
28 July 2017	BCL Central	15	BCL Staff team
31 July 2017	BCL North	40	Current users / carers
02 Aug 2017	BCL North	12	BCL Staff team
04 Aug 2017	B-Bond	6	Sensory Impairment Team (Adults)
10 Aug 2017	Broadmead Baptist Church	50	Bristol Older People's Forum
16 Aug 2017	City Hall	25	Health & Wellbeing Board
22 Aug 2017	Temple Street	10	Integrated Carers Team
05 Sept 2017	City Hall	15	Carers Strategy Implementation Group (Carers Partnership Board)

In addition, other individuals with relevant expertise have been consulted as follows:

- Director of Children’s Services
- Director of Adult Social Services

2.3.2 Libraries

The Library Service held 12 consultation meetings with library staff (Table 3).

Table 3: schedule of meetings with Library Service staff

Date	Time	Location
Mon 24 Jul	08.45-09.45	Fishponds Library
Wed 2 Aug	09.15-10.15	Henleaze Library
Fri 4 Aug	09.30-10.30	Junction 3 Library
Mon 7 Aug	08.30-09.30	Sea Mills Library
Thu 10 Aug	09.00-10.00	Bishopston Library
Fri 11 Aug	08.45-09.45	Stockwood Library
Mon 14 Aug	09.15-10.15	Henbury Library
Mon 14 Aug	12.30-13.30	Central Library
Tues 15 Aug	15.30-16.30	Central Library
Wed 16 Aug	08.45-09.45	Bedminster Library
Mon 21 Aug	09.30-10.30	Filwood Library
Fri 25 Aug	11.30-12.30	Central Library

Library Management staff also attended the following stakeholder meetings, to listen and provide explanation and data (Table 4). Attendees’ comments were not recorded as part of the consultation.

Table 4: other meetings attended by Library Management staff

Date	Meeting
Mon 3 Jul	Youth Parliament
Thu 17 Jul	Love Bristol Libraries campaigners and councillors, Mayor and Cllr Craig
Fri 18 Jul	University of Bristol
Thu 20 Jul	Hartcliffe Meeting with the @Symes Community Building
Thu 27 Jul	Avonmouth – Community Asset Transfer (CAT) and library
Thu 27 Jul	Raised in Bristol
Tue 8 Aug	University of Bristol
Tue 8 Aug	Meeting with Councillors
Thu 10 Aug	Bristol Older People’s Forum
Mon 14 Aug	Zion Community Arts Space
Wed 16 Aug	BEING (Bristol Equalities and Influence Networking Group) at the Unitarian Chapel in Brunswick Square
Wed 16 Aug	Meeting with Councillor

2.3.3 Public Toilets and Neighbourhood Partnerships

The Neighbourhoods Service attended seven consultation meetings during the consultation period, in addition to the eight 'Your Neighbourhood' public meetings (Table 5).

Table 5: service-led meetings on Public Toilets and Neighbourhood Partnership proposals

Date	Location	Number of attendees	Groups consulted
3 July 2017 18.00 – 20.00	City Hall	19 10	Youth Council and Listening Partnership
20 July 2017 18.30 – 21.00	City Hall	117	Sharing Best Practice event
10 August 2017 10.30 – 12.00	Broadmead Baptist Church	80	Bristol Ageing Better and BEING
16 August 2017 18.30 – 20.30	Unitarian Chapel in Brunswick Square	7	BEING Equalities groups
17 July 2017 27 July 2017 7 August 2017 8 August 2017	City Hall	29	Councillor engagement

2.3.4 School Crossing Patrols

The Transport Service attended the eight 'Your Neighbourhood' public meetings. No additional meetings were held.

2.4 Member engagement

Members were engaged in the 'Your Neighbourhood' consultations in the following ways.

- Contents of the consultation were shared with all Members prior to launch (13 June 2017).
- Information was shared via Party Group Leaders and Party Group Offices (12 June 2017)
- A short toolkit was provided (22 June) to assist Members with promoting the 'Your Neighbourhood' consultations where appropriate and relevant (for example, providing sample posts for social media or printable posters for display).
- A limited stock of printed posters and business cards were made available via Party Group Offices.
- Members had advance opportunity to book to attend public events via Eventbrite.

2.5 Other correspondence

In addition to the survey responses, 73 other responses (emails, letters and telephone comments) were received by the services or submitted to the council's consultation address during the 'Your Neighbourhood' consultation.

9 (12%) of the 73 responses addressed the combined 'Your Neighbourhood' proposals for multiple services. The remaining 64 responses focussed on specific services.

- 5 (7% of the 73 responses) addressed the Bristol Community Links consultation.
- 22 (30%) responses focussed on the Libraries consultation.
- 11 (15%) related to the Public Toilets consultation.
- 26 (36%) were concerned with the School Crossing Patrols consultation.
- There was no additional correspondence relating to Withdrawal of Funding for Neighbourhood Partnerships.

A summary of the correspondence received for each consultation is provided in sections 4.6 (BCL), 5.6 (Libraries), 6.6 (Public Toilets), 7.6 (SCPs) and 8.6 (Withdrawal of Funding for Neighbourhood Partnerships). This will be considered in formulating final proposals.

Emails, letters and other correspondence received from ward councillors and MPs are summarised separately in sections 4.4 (BCL), 5.4 (Libraries), 6.4 (Public Toilets), 7.4 (SCPs) and 8.4 (Withdrawal of Funding for Neighbourhood Partnerships).

Petitions which were initiated in response to the 'Your Neighbourhood' consultations are summarised in sections 4.5, 5.5, 6.5, 7.5 and 8.5.

2.6 Publicity and briefings

2.6.1 Objective

The following programme of activity was undertaken in support of the 'Your Neighbourhood' consultation. The primary objective has been to ensure that information is shared across a wide range of channels, reaching as broad a range of audiences as possible.

2.6.2 Media relations

Press releases were linked to all milestones including general reminders to participate. These included:

- Announcement of drop-in events;
- Four weeks to go;
- 'Time running out' reminder (one week to go);

Other media activities comprised:

- Council publication features including Our City News;
- Radio phone-ins with the Mayor on Radio Bristol and BCFM;
- Responding to media enquiries throughout.

2.6.3 Voluntary and community sector consultation

Continuing direct communication was undertaken with a variety of equalities groups and contacts within the city. This included requesting assistance with promoting the consultation (including internal Staff Organised Groups). Meetings/events included:

- Two public events at Vassal Centre for presentation to deaf community, on 11 July and 19 July;
- Attendance at Older People's Forum AGM on 29 June.

2.6.4 Service-led publicity

The five services promoted the consultation with service providers, service users and other stakeholders they identified could be directly affected by the proposals. Details are provided below.

BCL

The following were undertaken by the BCL service to assist its service users understand the proposals and respond to the consultation.

- Telephone conversations were made with all existing users / carers.
- Letters were sent out to all service users and carers, with a copy of the survey and supporting information. This was followed up with a phone call/letter to check that copies had been received. The office manager took any queries regarding consultation paperwork and these were followed up.
- Accessible copies of the survey were provided on request.
- There were some phone conversations with carers to clarify points on the proposal.
- The corporate Facebook post was shared on the BCL Facebook page.

Libraries

The Library Service undertook the following additional publicity for the 'Your Neighbourhood' consultation:

- Pinned message on Facebook and Twitter about the consultation and public meetings;
- Email message to library customers who had requested email communication – 11,384 emails were sent, 10,567 were delivered, but only 3,475 were opened. 726 people clicked on the link to the survey which was in the email;
- Posters in all libraries about public meetings;
- Posters in all libraries about library led support sessions to fill in the online survey;
- Support sessions in all 27 libraries (full am or pm);
- Posters in libraries advertising that the printed survey was available ;
- Displays in all 27 libraries with publicity material near the entrance of each library.

Public Toilets and Neighbourhood Partnerships

Table 6 shows the activities undertaken by the Neighbourhood Management Service to publicise the 'Your Neighbourhood' consultations.

The Facebook reach mentioned in Table 6 was for the following pages:

- South Bristol Neighbourhoods and communities;
- Fishponds people;
- Fishponds Park;
- Neighbourhood Enforcement team;
- Neighbourhood Officers;
- Horfield and Lockleaze Neighbourhood Partnership.

Table 6: Promotion/publicity undertaken by Neighbourhood Management Service

Date	Promotion activity	Audience	Reach
13 June 2017	'Your Neighbourhood' consultation	Facebook	408
22 June 2017	Keeping you informed – 'Your Neighbourhood' public events and online consultation link sent out	Citywide email list	4,158
21 June 2017	'Your Neighbourhood' consultation	Facebook	37
23 June 2017	'Your Neighbourhood' consultation	Facebook	290
28 June 2017	Promoting consultation	Facebook	722
11 July 2017	Reminder	Citywide Email list	4,158
13 July 2017	'Your Neighbourhood' consultation	Facebook	1,714 (1,524 from a post promoting support to fill in survey at libraries)
28 July 2017	'Your Neighbourhood' consultation	Facebook followers	167
03 Aug 2017	'Your Neighbourhood' consultation	Facebook followers	471
05 Aug 2017	'Your Neighbourhood' consultation	Facebook followers	131
11 Aug 2017	Have your say - on the consultation	Facebook followers	780
14 Aug 2017	'Your Neighbourhood' consultation	Facebook followers	1,074
16 Aug 2017	'Your Neighbourhood' consultation	Facebook followers	55
30 Aug 2017	'Your Neighbourhood' consultation	Facebook followers	37
1 Sept 2017	'Your Neighbourhood' consultation	First Bus weekly staff bulletin	Estimate over 300 people

School Crossing Patrols

The Transport Service wrote to all School Crossing Patrol staff on 9 June 2017 in advance of the consultation launch to advise them how to respond to the consultation survey and how to seek clarification from the council's road safety team.

On 13 June 2017, the Transport Service wrote to all headteachers in the 56 schools which currently have SCPs explaining the proposals, advising which SCPs were proposed to be discontinued and advising how to respond to the consultation survey.

2.6.5 Other promotional activity

Other promotional activity included:

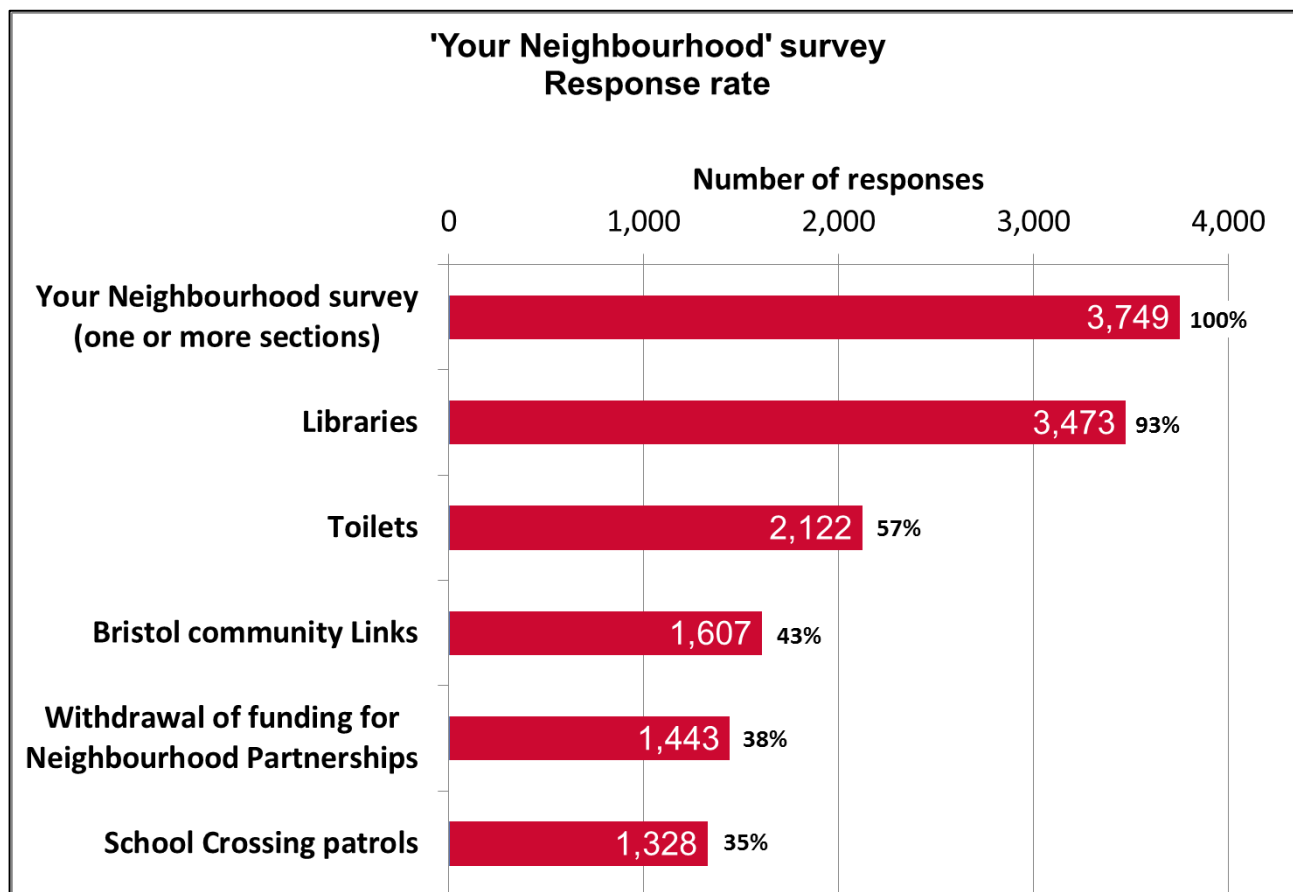
- Briefing sessions were held for external partners and unions (both on 13 June 2017);
- Social media toolkit produced and distributed to Members and city partners;
- Social media promotion across multiple channels and events, including targeting of influencers to disseminate messages and encourage participation in surveys;
- Promotion on corporate social media accounts to encourage attendance at eight public events held in June and July 2017;
- Promotion on corporate social media accounts to encourage members of the public to visit libraries in North and South Bristol where help was provided with filling in the consultation;
- A sponsored post using the corporate Facebook account targeting groups of residents who were particularly under-represented in the responses received;
- In total almost 250 Tweets were sent from the corporate Twitter account resulting in 366 Re-Tweets, 740 clicks on URLs going to the 'Your Neighbourhood' section on the BCC website and the Consultation Hub, 186 Likes for our Tweets with 559,135 impressions;
- There were 22 Facebook posts (excluding the sponsored ad) which reached 18,802 people and garnered 667 link clicks which went to the 'Your Neighbourhood' section on the BCC website and the Consultation Hub;
- Information/consultation packs available at libraries and the Citizen Service Point (CSP), plus poster promotion in these venues including publicity on the public computers in libraries;
- Promotional material (postcards, posters etc.) to Neighbourhood Partnerships;
- Email to Council Tax and Housing Benefit list (18,357 addresses);
- Email to Ask Bristol Bulletin (13,000 addresses);
- Consultation Hub (1,000 subscribers);
- Surveys sent directly by email to Citizens Panel (approx. 1,000 participants);
- Access partner newsletters including Bristol Aging Better and other hard to reach interest groups;
- Text message to 7,603 BCC tenants living in in South Bristol to encourage attendance at two public events at The Park, Knowle on 13 and 24 July.

3 Survey response rate and respondent characteristics

3.1 Response rate to one or more 'Your Neighbourhood' survey sections

3,749 responses were received to the 'Your Neighbourhood' survey, via the online and paper-based surveys, including alternative formats. The number of responses to each of the five consultations is shown in Figure 1. (The percentages show the proportion of respondents to the 'Your Neighbourhood' survey who completed each of the five consultations.)

Figure 1: Number of responses to each of 'Your Neighbourhood' consultations.



705 (19%) respondents completed the survey on paper, and the remaining 3,044 (81%) completed online.

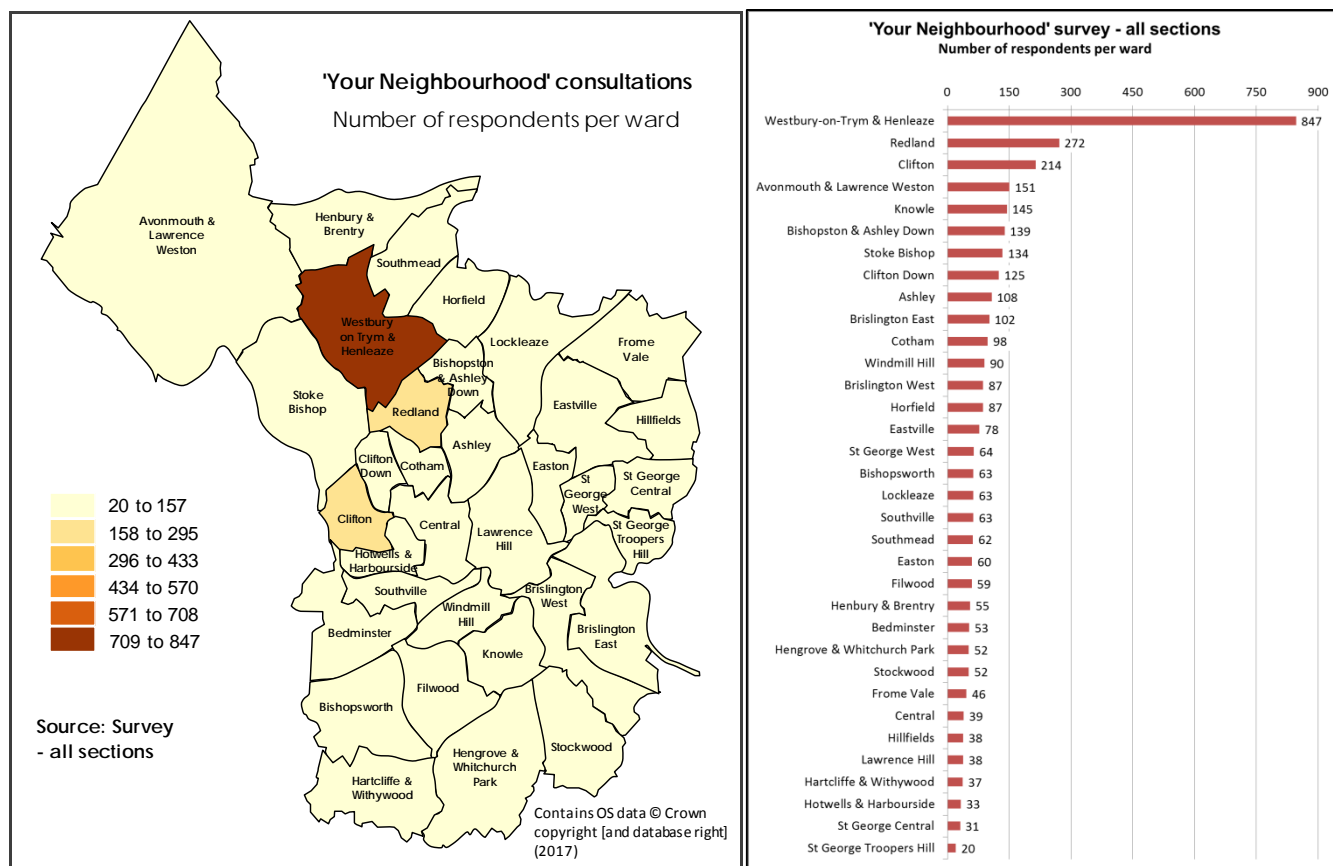
3.2 Geographic distribution of responses

3,605 responses (96%) were received from postcodes within the Bristol City Council area, 68 (2%) responses were from postcodes in North Somerset, Bath & North East Somerset (B&NES) or South Gloucestershire and 76 (2%) postcodes were from further afield or were unidentifiable.

The geographic distribution of responses from within Bristol is shown in Figure 2.

There was a very high response rate from Westbury-on-Trym and Henleaze ward, where there was a campaign to retain Westbury Library. The 847 responses from Westbury-on-Trym and Henleaze ward represents 23% of the 3,749 responses to the 'Your Neighbourhood' survey and is 5.4 times the number that would be expected if responses were received in proportion to the resident population in each ward.

Figure 2: Geographic distribution of 'Your Neighbourhood' responses in Bristol



3.3 Characteristics of respondents

3,695 (99%) respondents to the 'Your Neighbourhood' survey answered the question "I am interested in the budget consultations because I am a ..."

- 3,535 (94%) 'Your Neighbourhood' respondents identified that they are residents;
- 258 (7%) identified themselves as members of the Voluntary / Community Sector;
- 214 (6%) work for Bristol City Council;
- 114 (3%) are business owners;
- 74 (2%) are health / social care providers.
- 54 (1%) 'Your Neighbourhood' respondents did not identify their role/interest³.

The highest number of respondents was from age groups 25-44 (32%) and 45-64 years (32%). The proportion of responses in the age category 25-44 is representative of Bristol 's population, whereas responses from people aged 45-64 years and 65-74 are significantly higher than these age groups' proportion of the population in Bristol. Children (under 18) and young people aged 18-24 are under-represented in the responses.

Almost twice as many responses were from women (61%) as men (32%).

The most common ethnicities of respondents are White British (80%) and Other White (5%). Black/Black British and Asian/Asian British respondents are under-represented in the responses. People who identify their religion as Muslim are also under-represented.

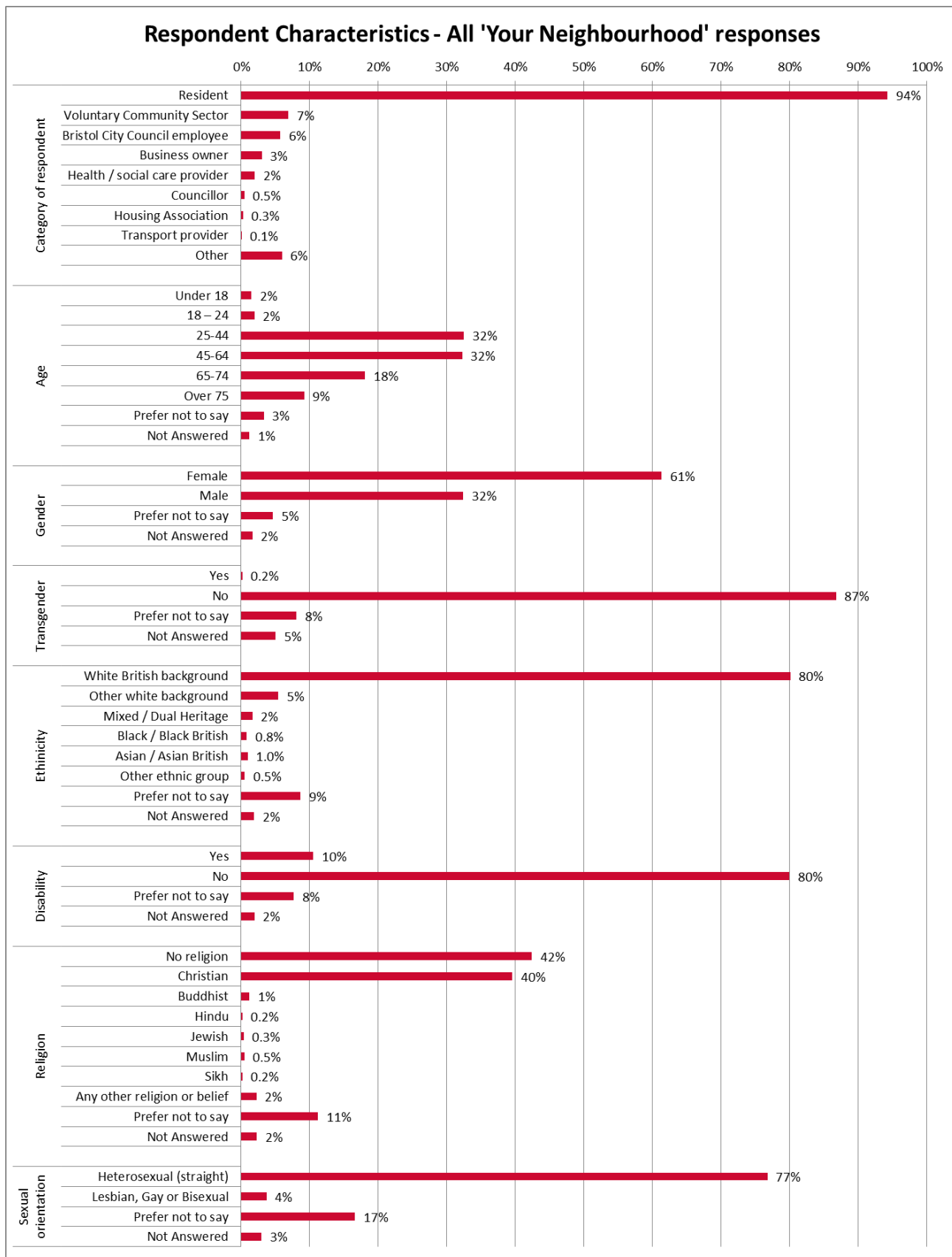
People who identified themselves as disabled make up 10% of respondents⁴.

³ Totals for all categories exceed the number of respondents because respondents could tick all that apply.

⁴ This compares to 17% of Bristol residents who identified in the 2011 Census that their day-to-day activities are limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months

A full breakdown of respondent characteristics is found in Figure 3 below.

Figure 3: Characteristics of respondents



3.4 Respondents' use of the affected services

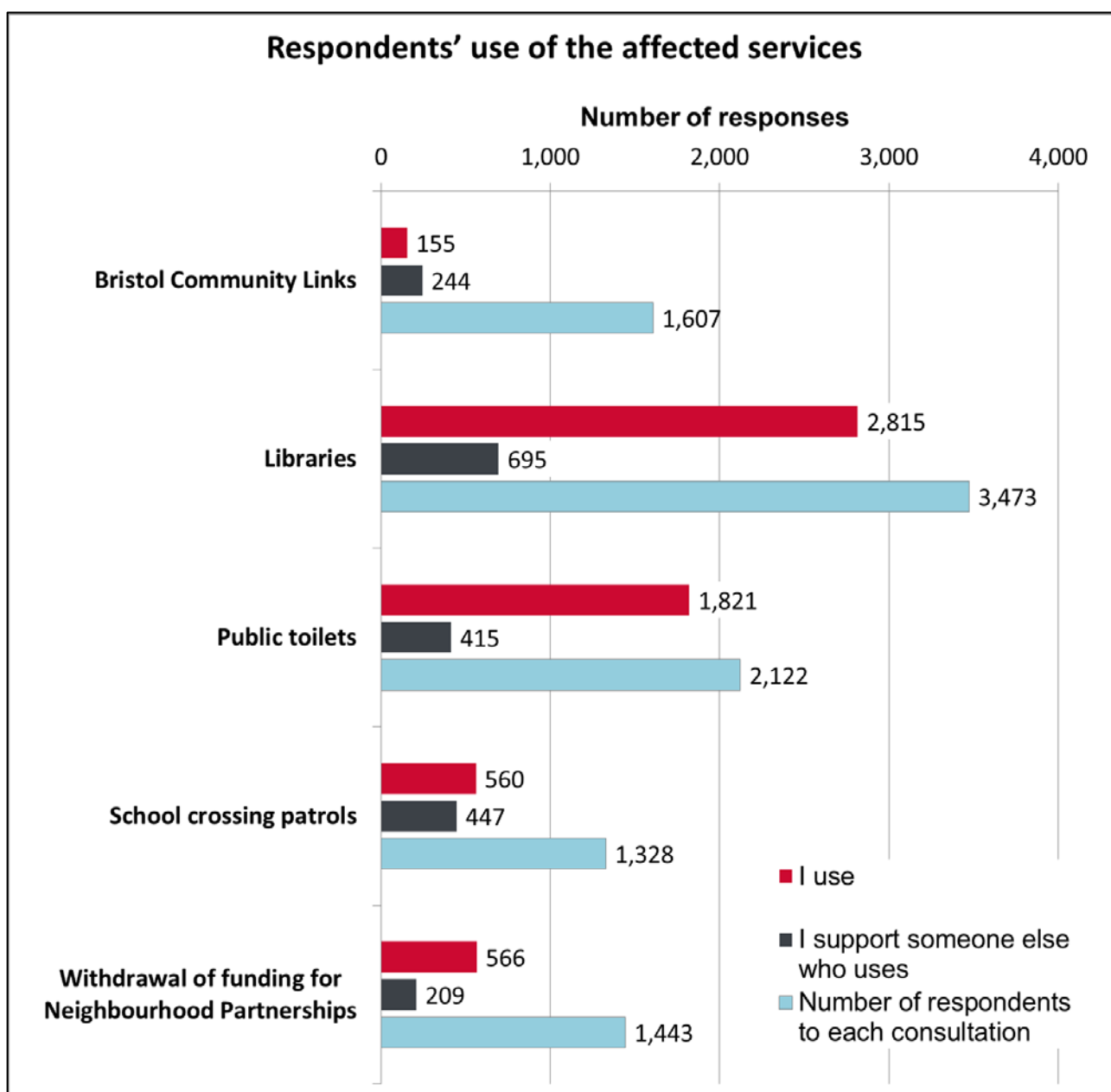
The survey asked respondents to indicate if they use each of the affected services, and if they support someone else who uses each service.

Of the 3,749 respondents who completed the 'Your Neighbourhood' consultation, 3,095 (83%) indicated that they used and/or supported someone else to use one or more of the five services. 2,987 (80%) use one or more of the services themselves and 2,049 (55%) respondents indicated that they use more than one service.

Figure 4 shows the number of respondents who use each service, the number who support someone else to use each service, and the number of respondents to each of the five consultations.

Figure 4 shows that a large majority of respondents to the consultations on libraries and public toilets use these services, or in the case of school crossing patrols, the majority of respondents either use the service or support someone else to use it. However, for the consultations on Neighbourhood Partnerships or Bristol Community Links, the majority of respondents do not have direct experience of using the service.

Figure 4: Respondents' use of the affected services



3.5 Councillor feedback on the 'Your' Neighbourhood' consultation

3.5.1 Scrutiny

Members of the Overview & Scrutiny Management Board (OSMB) requested an opportunity to scrutinise the overarching content of the 'Your Neighbourhood' consultations and associated programme of public engagement at the earliest opportunity and before the closure of the consultation on 5 September.

OSMB met on 25 July 2017 and had the opportunity to put questions to Cllr Asher Craig. As part of the Scrutiny 'ways of working trial', a Libraries Task and Finish Group has been formed to work with officers and the Cabinet lead on libraries and it will consider the consultation feedback. This 'Your Neighbourhood' consultation report will be available to Scrutiny and members when published.

Neighbourhoods Scrutiny Commission met on 17 July 2017 and resolved to send the following message from the Commission to Cabinet:

"This Scrutiny Commission considers the "Your Neighbourhood" consultation document to be flawed, as it does not provide explicit opportunities to put forward meaningful alternatives to the options already presented, and does not encourage public engagement in suggesting and shaping alternate options."

The Mayor's verbal response at Cabinet on 27 July 2017 can be viewed on the webcast of the meeting: https://bristol.public-i.tv/core/portal/webcast_interactive/299706.

3.5.2 Questions to Full Council, 18 July 2017

Question(s) to the Mayor from Councillor Tim Kent (Hengrove and Whitchurch Park)

Subject: Libraries - Your Neighbourhood consultation

The current 'Your Neighbourhood' consultation makes the following statement:

'On 21 February 2017 Full Council decided to save £1.4m from the Library service budget'

- 1. Can the Mayor please clarify exactly where Full Council decided this cut of £1.4m to the library service and which resolution at the meeting agreed such a cut; does the Mayor agree that as this statement is incorrect that the consultation should be ceased?*
- 2. For residents in Hengrove and Whitchurch Park when they come to complete the Consultation on the library service they are presented with 3 options for a future library service. All 3 options involve closing Whitchurch Library - which option do you think they should choose?*

The written response from the Mayor, as included in the Public Reports Pack, Member Forum – Questions and Statements from Councillors, Tuesday 8 July 2017, was as follows:

1. "On 21st February, as recommended in the budget report, Full Council noted the proposals for reducing costs and generating income underpinning the Council's budgets for 2017/18 and future years in Appendix 6 to the report. Part of those savings were cumulative £1.4m savings from the library services budget. For 2017/18, £300,000 was to be saved as part of those cumulative savings. Full Council approved the budget, including that saving. Page 14 of the consultation document "Your Neighbourhood" states: "The current budget for the library service has already been reduced by £300k from 1st April 2017. The remaining budget of £4.29m will be reduced by a further £1.1m over the following two financial years to give the total saving of £1.4m. Although the budget for 2018-2020 is yet to be formally approved, this consultation is based on the need to find savings of £1.4m on an ongoing basis from the revenue budget."

“I am sure on the basis of those decisions you will agree it is right to continue consulting citizens on this matter. The consultation document is accurate and appropriately worded to allow people to understand what is proposed for the service, and to give informed views on those proposals.

2. “Hengrove and Whitchurch Park residents can use Q2 to propose alternative options or suggestions if none of the options are preferred.”

3.6 Other correspondence on the 'Your Neighbourhood' consultations

73 letters, emails and telephone comments were received in response to the consultation but outside of the consultation survey format. Of these, nine emails were received which addressed the combined 'Your Neighbourhood' consultations. These are summarised below. (A further 64 emails and letters were received which focussed on individual consultations and these are described in Chapters 4, 5, 6, 7, 8).

Of the emails which addressed the combined 'Your Neighbourhood' consultations, there were four responses from members of the public which mainly criticised the consultation, but also included some proposals to help.

There were responses from five interested parties, most of which commented on all five aspects of the consultations. Although overall the comments were negative there were also some suggestions for alternative uses of libraries that were faced with closure and also ways for the council to increase its income.

Responses from members of the public regarding the consultation

One response felt that the consultation tool on cuts was too complex

Another response offered to help with analysis as they felt it needed to be based on good evidence – they suggested economic assessment of the value of libraries and other proposals as done by New York City.

The third respondent felt that the consultation wasn't user friendly, especially for an aging population as not everyone can afford access to technology.

One response commented on the types of questions in the consultation and they felt it was impossible to answer as no viable option had been given.

One response said that they will consider volunteering within their neighbourhood, but not through the council.

Responses from other interested parties regarding the consultation

The five responses from other interested groups came from the following local organisations: the Disabled Employees Group, Up Our Street, Ebenezer Church, Unison and WECIL.

Four worried what the impact would be of reducing the number of public toilets as these are relied upon by some members of the public and tourists, particularly those with continence issues and families with children. One noted that the toilets proposals would impact on some toilets in parks, although the consultation stated it would not.

Two respondents were positive about the existing BCL services and three identified concerns about the proposed changes to BCL services. One worried that the proposals would lead to a more centralised system which they stated had been problematic in the past. One was opposed to changes to the BCL Complex Needs service. One asked that the minibus system was maintained as the main place of communication for many service users and another respondent stated that the majority of BCL users have limited capacity to use public transport.

Two asked that their local library is protected. One suggested their local library should be saved as it was in a particularly deprived area and the other suggested alternative opening hours instead.

Two respondents stated that the proposed changes to libraries would result in further loss of local access to council services for people without access to internet, compounding the effect of closure of neighbourhood Citizen Service Points (CSPs). Another respondent was concerned about how people would contact the council without Neighbourhood Partnerships and local CSPs. They suggested that private organisations like the post office could become informal CSPs for the council.

Two thought the withdrawal of Neighbourhood Partnerships was negative. One asked to be more involved with making decisions about project funding and influencing decisions about CIL expenditure. One of these respondents concluded that, if it does not retain trained neighbourhood officers, the council will weaken its connection with communities it serves.

Three were concerned about the removal of School Crossing Patrols. One asked that the council retained school crossings around all primary schools. One recommended that the SCPs assessment should take into account the type of vehicles in the area and the anticipated increase in traffic due to expansion of the university and the arena. One response questioned whether discontinuing SCPs would contravene the council's Volunteering Policy if it relied on volunteers to mitigate the loss of paid staff.

Two suggested ways in which the council could save money. One suggested decreasing the amount of management positions in the council and the other suggested more methods of income generation. This included turning the planning department into more of a commercial service and making the library charge for academic resources.

One response recommended a property strategy to optimise the buildings needed to deliver future services.

One respondent stated their opposition to the austerity agenda and concluded that the cuts are targeting some of the most vulnerable citizens of Bristol

One commented that they felt the consultation was devisive, lacked detail and was not creative enough.

4 Bristol Community Links (BCL) – consultation feedback

4.1 BCL survey results

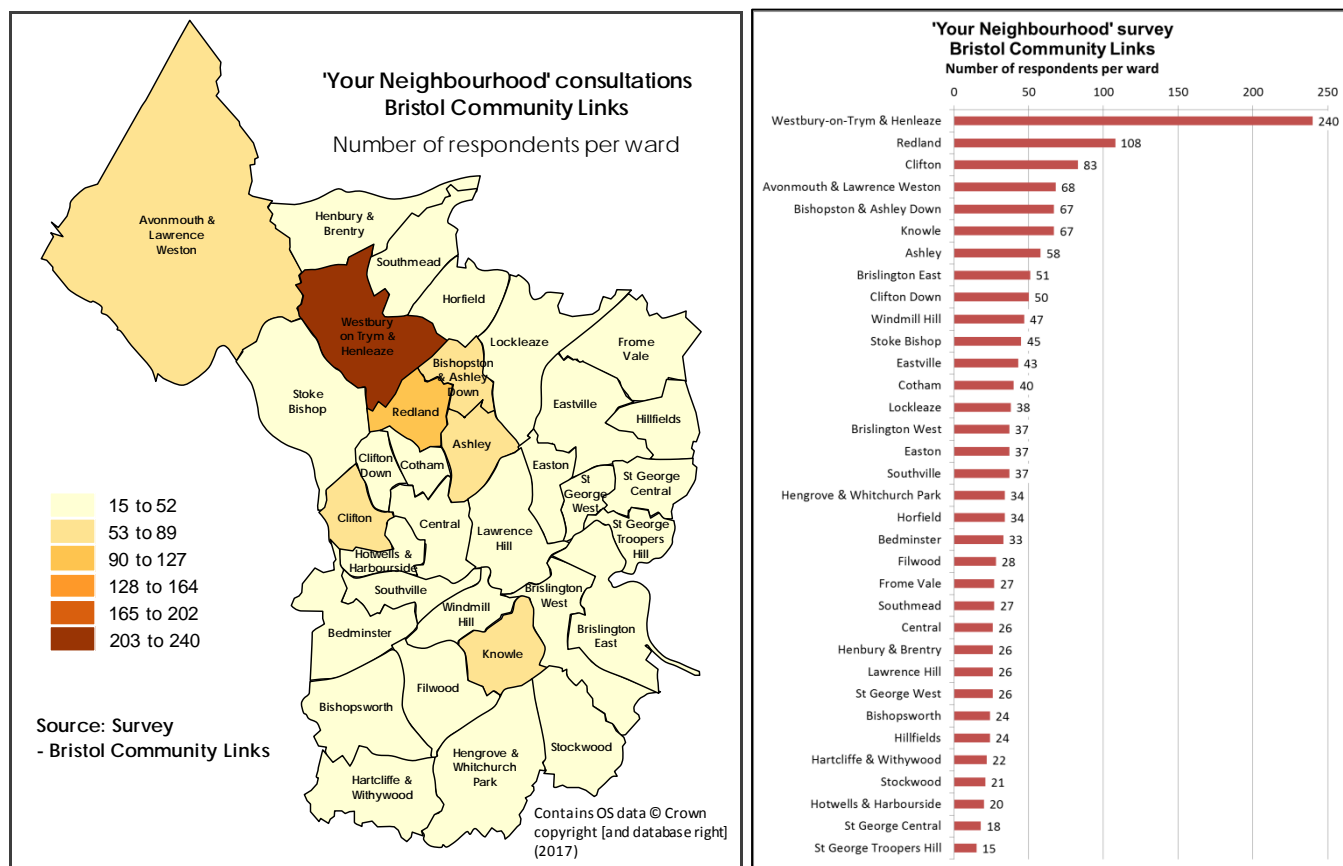
4.1.1 BCL response rate and geographical distribution of responses

Of the 3,749 responses to the 'Your Neighbourhood' survey, 1,607 (43%) included a response to the Bristol Community Links (BCL) consultation.

1,547 (96%) of the BCL responses were received from postcodes within the Bristol City Council area, 29 (2%) responses were from postcodes in North Somerset, B&NES or South Gloucestershire and 31 (2%) postcodes were from further afield or were unidentifiable.

The geographic distribution of responses to the BCL consultation from addresses within Bristol is shown in Figure 5.

Figure 5: Distribution of Bristol responses to the BCL consultation



4.1.2 Respondent characteristics for the BCL survey

1,596 (99%) of the 1,607 respondents to the BCL survey answered the question "I am interested in the budget consultations because I am a ..."

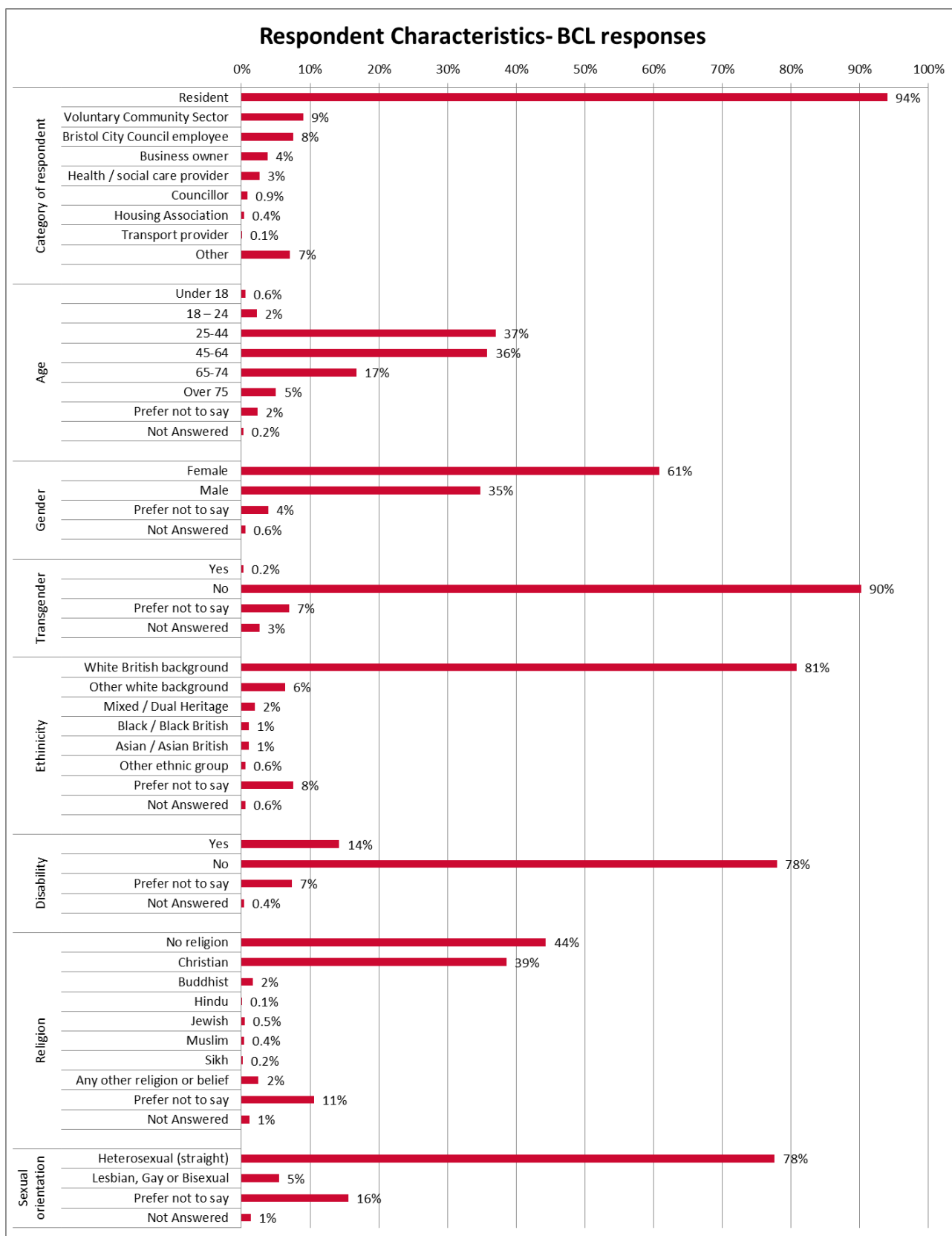
- 1,511 (94%) BCL respondents identified that they are residents.
- 145 (9%) identified themselves as members of the Voluntary/Community Sector.
- 121 (8%) work for Bristol City Council.
- 62 (4%) are business owners.
- 42 (3%) are health / social care providers.
- 11 (1%) BCL respondents did not identify their role/interest⁵.

⁵ The number of people identifying as each category adds up to more than the number of respondents to the consultation because respondents could tick all categories that apply.

These roles/interests are similar to all 'Your Neighbourhood' respondents (Chapter 3), with slightly higher proportions of BCL respondents identifying themselves as Voluntary/Community Sector, Bristol City Council employees, and business owners.

A full breakdown of BCL respondent characteristics is found in Figure 6.

Figure 6: Characteristics of respondents to the BCL survey



The age profile of BCL respondents is similar to all 'Your Neighbourhood' respondents, but with higher proportions of BCL respondents aged 25-44 and 45-64, and lower numbers aged over 75. Children (under 18) and young people aged 18-24 are under-represented in the responses, whereas people aged 65-74 are represented in higher proportion compared to the Bristol population.

Almost twice as many responses were from women (61%) as from men (35%).

14% of respondents identified themselves as disabled, compared to 11% for all 'Your Neighbourhood' respondents.

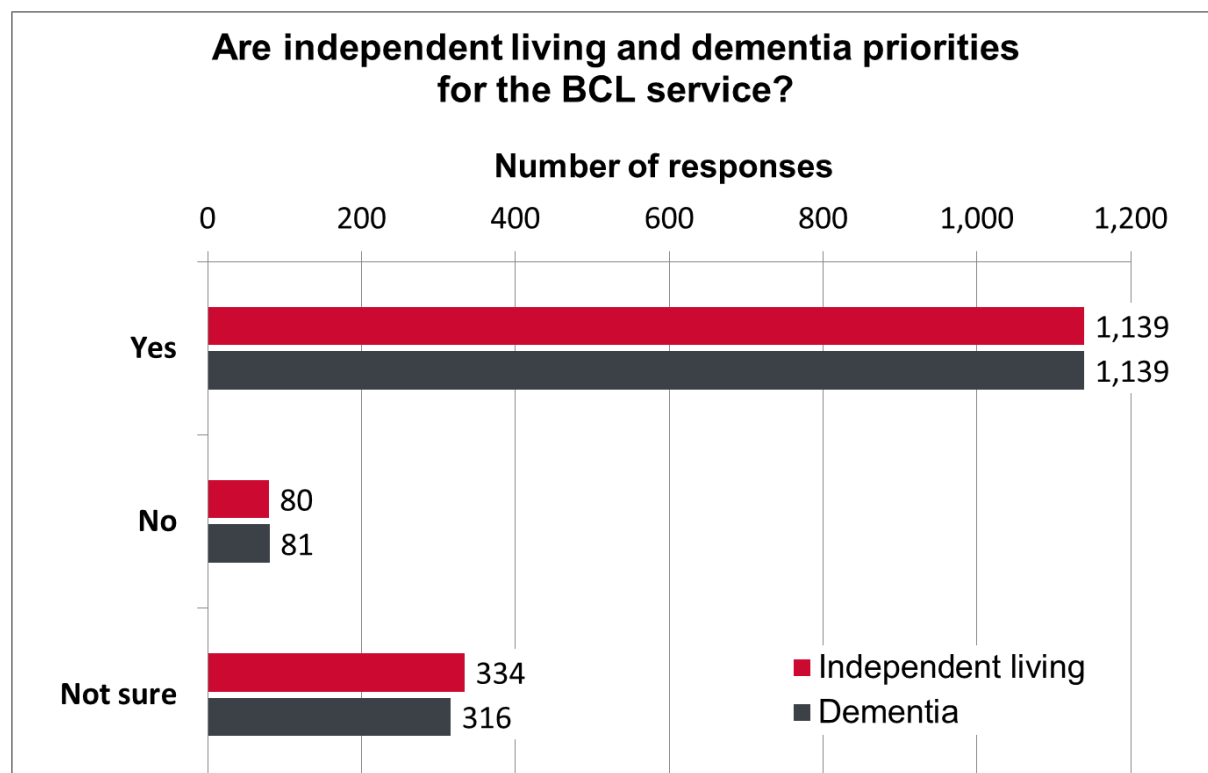
Religion and ethnicity of respondents is very similar to overall 'Your Neighbourhood' respondents, with Black/Black British, Asian/Asian British respondents and people who identify their religion as Muslim under-represented in the responses.

4.1.3 Priorities for BCL service

The BCL survey asked if people agree that independent living and dementia are the right priorities for the BCL service. Of 1,607 responses to the BCL consultation 1,553 (97%) responded with their views on independent living and 1,536 (96%) provided a response on dementia. Of the respondents who expressed a view:

- 1,139 (73%) respondents agreed that independent living is a priority for the BCL service, 80 (5%) disagreed and 334 (22%) were not sure.
- 1,139 (74%) respondents agreed that dementia is a priority for the BCL service, 81 (5%) disagreed and 316 (21%) were not sure.

Figure 7: Priorities for future BCL service



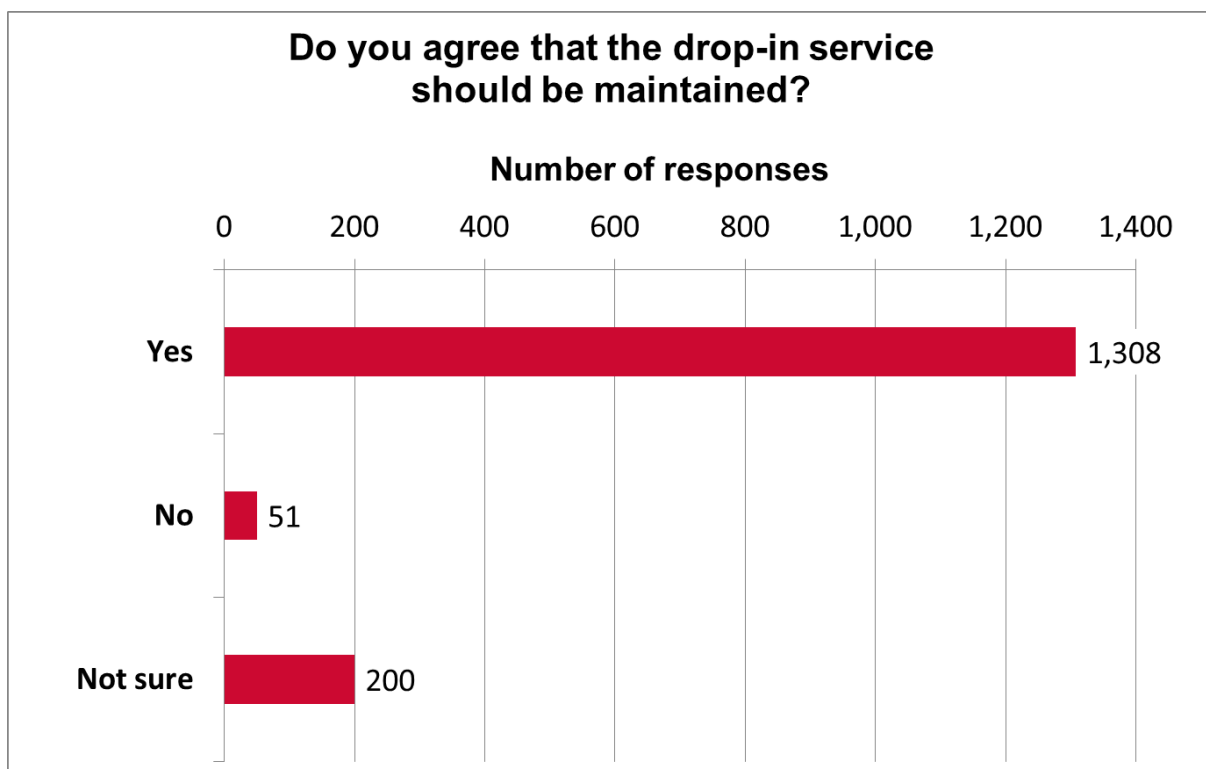
4.1.4 Drop-in service

Support for maintaining drop-in service

The BCL survey asked if people agree that the drop-in service should be maintained. 1,559 (97%) respondents to the BCL consultation expressed a view.

1,308 (84%) agreed that the drop-in service should be maintained, 51 (3%) disagree and 200 (13%) were not sure (Figure 8).

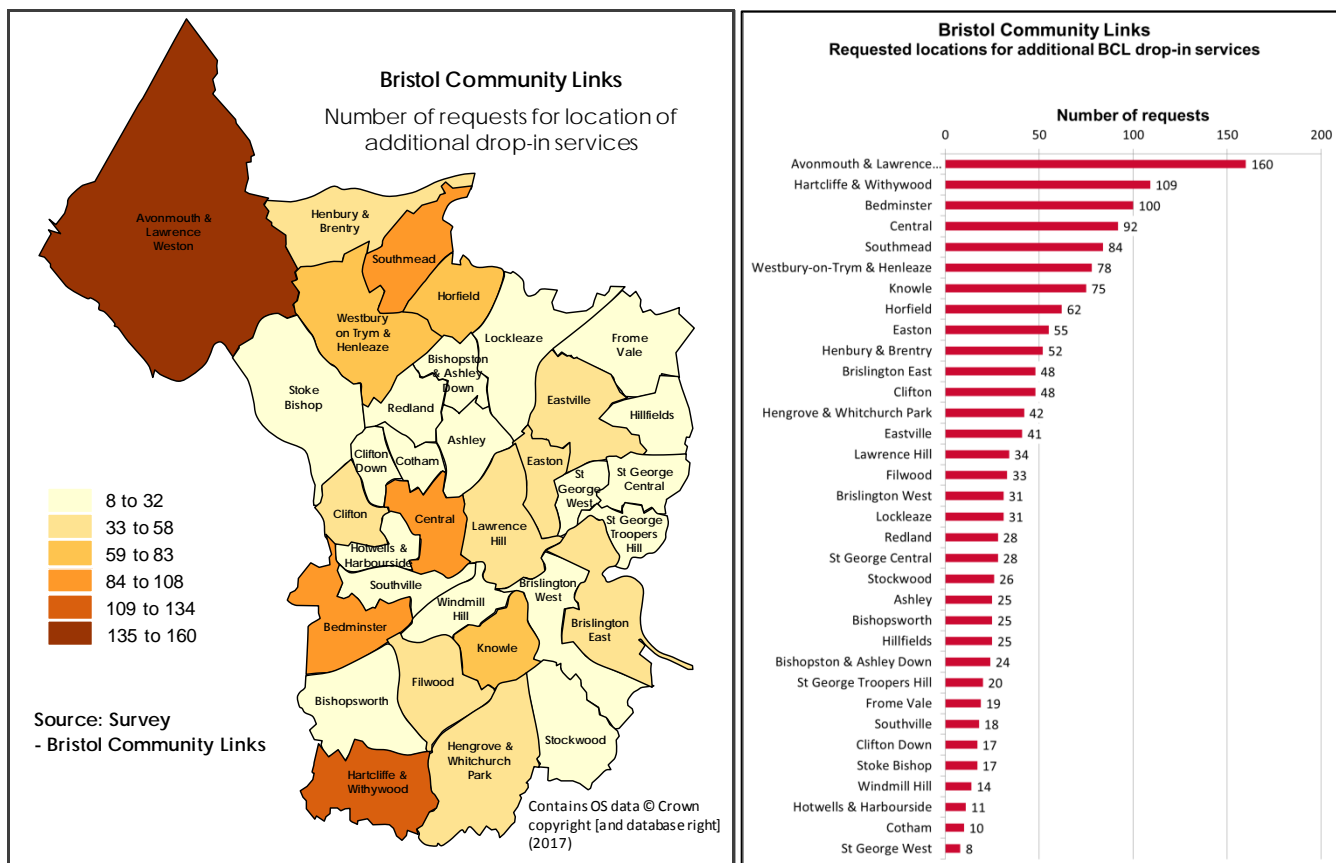
Figure 8: Support for maintaining drop-in service



Requests for additional drop-in services

Respondents were invited to identify up to three wards where an additional drop-in service would be valuable. 665 respondents made 1,490 requests for wards where they would value an additional drop-in service. These are shown in Figure 9.

Figure 9: Locations (wards) where additional BCL drop-in services are requested



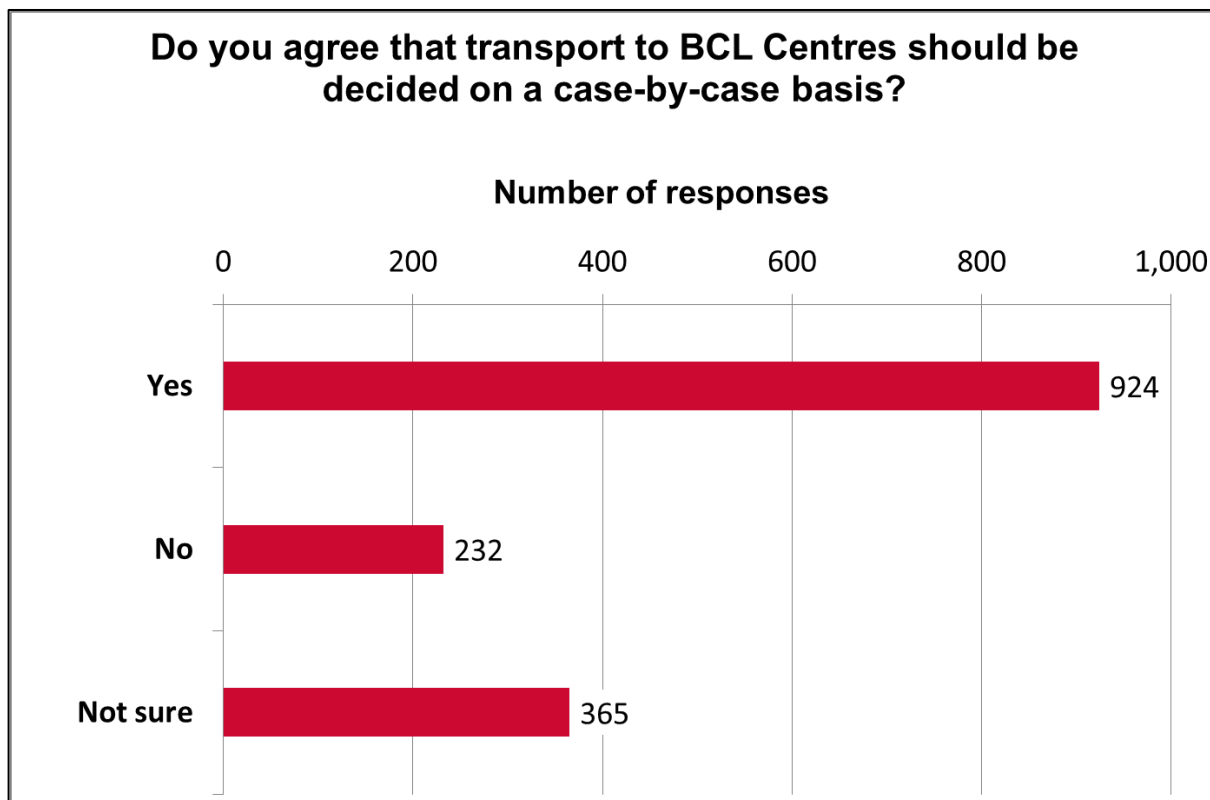
4.1.5 Transport service

The survey asked respondents: “If we extend the opening hours, do you think that we should no longer provide transport automatically, but that it should be decided on an individual case by case basis?”

1,524 (95%) of respondents to the BCL consultation expressed a view.

924 (61%) agreed that the transport to BCL Centres should be decided on an individual case by case basis, 232 (15%) disagreed and 365 (24%) were not sure (Figure 10).

Figure 10: Support for deciding transport provision on a case by case basis



4.1.6 BCL centres opening times

The survey asked respondents: “If our centres were open for longer hours, what opening times would you like to see to enable you to use the services?”

Respondents were given opening time options between 5am and 8am for weekday and weekend mornings and closing time options between 4pm and 10pm for weekday and weekend evenings.

515 (32%) of the BCL respondents identified preferred weekday morning opening times and 615 (38%) identified preferred weekday closing times.

483 (30%) of the BCL respondents identified preferred weekend morning opening times and 522 (32%) identified preferred weekend closing times.

Figure 11 shows the respondents’ preferred weekday and weekend opening hours, as percentages of those who responded to the question.

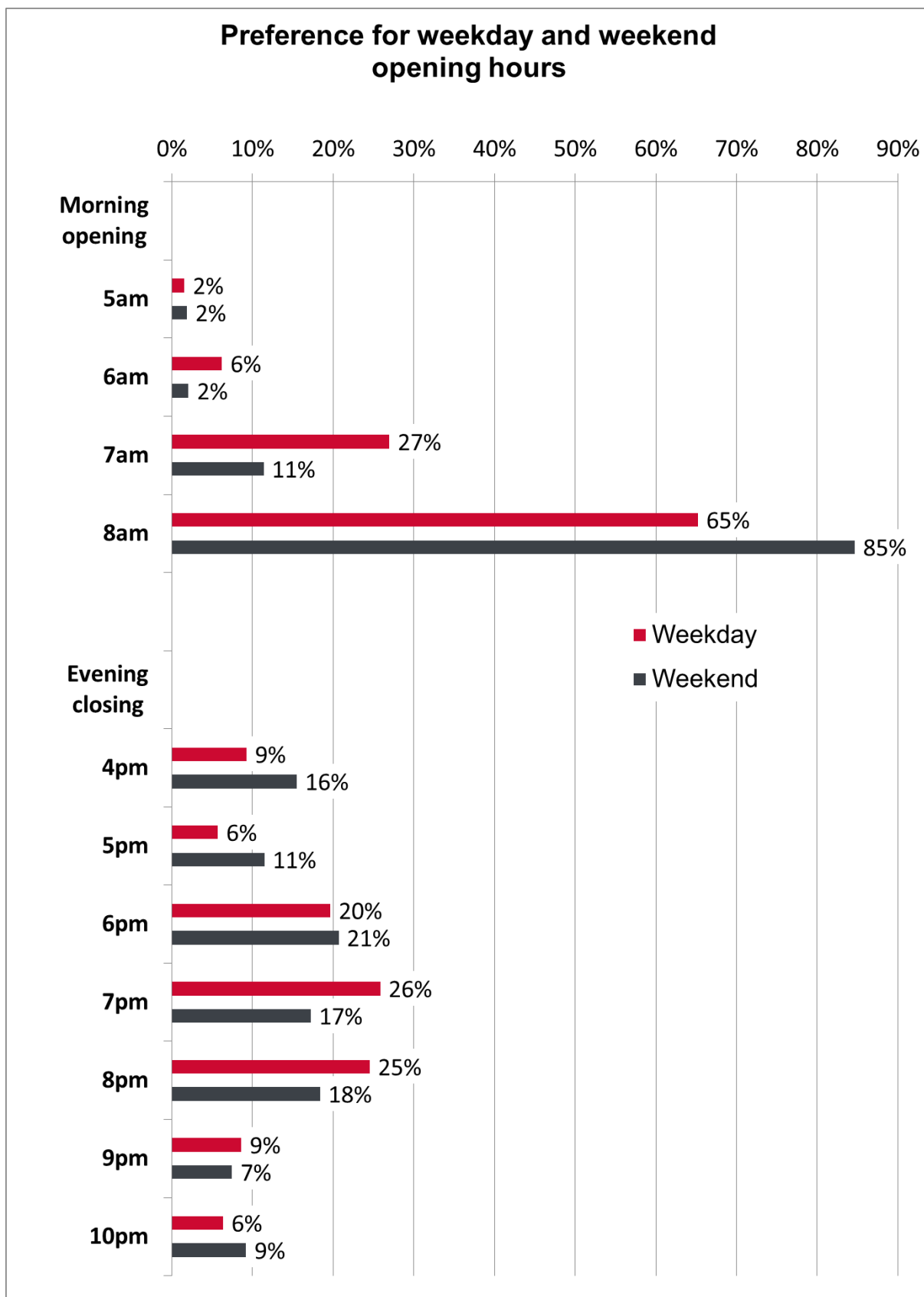
In the mornings, most respondents would prefer 8am opening (65% on weekdays and 85% at weekends). A smaller proportion favour 7am opening (27% on weekdays and 11% at weekends).

Only a small proportion would like earlier opening times.

Preference for evening closing times is more dispersed. Most respondents would prefer the centres to stay open until between 6pm and 8pm (71% on weekdays and 56% at weekends). Only 15% would prefer the centres to stay open after 8pm on weekdays (16% at weekends).

The majority of BCL respondents did not answer this question. This may be because they are happy with existing opening times, but this question was not explicitly asked.

Figure 11: Preferred weekday and weekend opening hours



4.1.7 Partnership working

Respondents were asked if they, or the organisation they work with, have any interest in working with Bristol City Council to:

- develop the use of the current Community Links buildings.
- work in partnership to design new services.

1,193 (74%) of BCL respondents answered the question on working with the city council to develop the use of the current Community Links buildings, of whom 97 (8%) said 'yes' and 1,097 (92%) said 'no'.

1,171 (73%) answered the question on working in partnership to design new services, of whom 89 (8%) said 'yes' and 1,082 (92%) said 'no'.

Contact details of interested individuals and organisations have been recorded by the service.

4.1.8 Other comments and ideas for the service provided in the survey

Two open questions were asked as part of the Bristol Community Links (BCL) section of the consultation. There were 612 comments made in response to these two questions (from the 1,607 responses to the BCL consultation). The responses to both these questions have been combined for the purposes of reporting in this section, as there were many common themes to each.

Impacts

23 (4%) of the comments concerned the cumulative impact the cuts would have on the vulnerable members of society, by increasing disadvantage and isolation.

55 (9%) comments discussed the changes to opening hours: 27 (4%) approved and 20 (3%) disapproved of extending the hours, while 8 (1%) were unconvinced that longer opening hours would improve the service.

Alternative suggestions

Alternative ways of running the service

94 (15%) of the comments suggested different ways of running the service, with 68 (11%) of those being alternative ways of providing transport, of which:

- 27 (4%) suggested that we should provide universal transport;
- 15 (2%) suggested that we should enable service users to access public transport;
- 14 (2%) suggested that we should provide transport on a case-by-case basis;
- 7 (1%) suggested ways of making transport more efficient;
- 3 (0.5%) suggested that we should renegotiate transport contracts.

Alternative funding/revenue raising

94 (15%) of the comments suggested alternative ways of funding the service, of which:

- 27 (4%) of the comments requested that BCC lobbies national government for more funds and to oppose the cuts;
- 17 (3%) proposed that the services should be means tested, so that the most disadvantaged were provided the services for free, whilst those who could afford to would pay for them;
- 12 (2%) suggested renting out rooms for a fee at the BCL centres;
- 12 (2%) suggested making efficiency savings;

- 7 (1%) suggested raising council tax;
- 7 (1%) suggested charging service users for transport;
- 6 (1%) suggested seeking donations from the public;
- 4 (1%) suggested charging service users for food and drink;
- 2 (1%) suggested raising parking charges.

Money saving suggestions

71 (12%) of the comments made suggestions for ways in which BCC could save money in order to preserve the BCL services.

- 39 (6%) suggested that the council should make efficiency savings in other areas before cutting BCL services.
- 25 (4%) proposed that BCC should combine and swap services to save money.
- 7 (1%) said that we should stop funding other services before cutting BCL.

Retain status quo

56 (9%) of comments were that we shouldn't cut this service at all.

Volunteers

47 (8%) of comments suggested that volunteers could help deliver the service.

- 25 (4%) proposed that volunteers could provide transport for the service users.
- 16 (3%) proposed that volunteers could provide support for service users.
- 6 (1%) proposed that other organisations could voluntarily provide BCL with facilities.

Stop funding parts of the BCL service altogether

10 (2%) of the comments suggested that we should stop funding parts of the BCL service altogether.

4.2 BCL comments at the public meetings

4.2.1 Q&A discussion

Of the 214 questions submitted for the eight public events, only two (1%) related to the proposals for Bristol Community Links (BCL).

Both of these related to concerns about what would happen to the staff and service users as a result of changes.

4.2.2 Roundtable discussions

There were a total of 36 comments on BCL from the roundtable sessions across all of the eight public events.

Impact

12 (33%) of comments concerned the cumulative impact the cuts would have on the vulnerable members of society, by increasing disadvantage and isolation.

2 (6%) of comments were concerned with the impact that changes to transport provision would have.

Alternative options

5 (14%) of comments suggested that volunteers could help deliver the service:

- 2 (6%) proposed that volunteers could provide transport for the service users;
- 3 (8%) proposed that volunteers could provide support for the service users.

4 (11%) commenters proposed that the services should be means tested, so that the most disadvantaged are provided the services for free, whilst those who could afford to would pay for them.

3 (8%) of comments were alternative suggestions of how to provide BCL transport.

2 (6%) of comments requested that Bristol City Council lobby national government for more funds and to oppose the cuts.

2 (6%) of comments suggested that we should not cut the service.

4.2.3 Suggestions boxes

One suggestion/ comment was submitted which relates to BCL.

Event	Suggestion
Vassal Centre 11/07/2017	Cuts in Community Links, Supporting People, transport and drop-ins will affect family carers. Please work in partnership with family carers to create constructive solutions and promote cost-effective services.

4.3 BCL comments at service-led meetings

The following themes for BCL were identified at meetings led by the service.

National Issue

A recurrent theme raised by respondents was that the council should be standing up to central government and refusing to cross the line into cutting essential services.

'Whole council' issue

There were comments made in meetings with existing users and their families, staff, and partnership groups that the council should not be cutting services for vulnerable people, but should instead cut more from the other 'universal' services (e.g. libraries was specifically suggested) so that services for people with disabilities could be protected.

Cumulative impact on disabled people

Many people talked about the quality and value of the current service. A theme that was expressed in all the meetings was that disabled people are being unfairly targeted and unfairly discriminated against and that they have been the subject of repeated cuts. This includes cuts to welfare benefits, changes to respite provision, as well as previous changes to day service provision in Bristol over the last few years.

There was concern about the impact of the changes and their practicality.

Family members who currently care for people with the most complex learning disabilities stated in many cases another change to their service would result in them requesting their family member is placed in residential care and that they would be unable to keep them at home. Several specific examples were given by family members of the long term negative impact of change on the wellbeing of the person with disabilities, and also the family members' ability to continue to cope with caring for that person.

Concerns were also raised about the capacity of the provider market to offer appropriate alternative support for people with the most complex learning disabilities across the city.

This relates in part to Bristol City Council's commissioning approach which has been to require providers to dispose of building-based services over the last few years.

Use of volunteers / communities / partnership working

Providers and partnership groups highlighted that many individuals and organisations are willing to explore opportunities for partnership working, to minimise the impact of the changes on people who currently use the service, and help to shape the service for the future.

Existing users and carers, as well as staff, have recommended that there is further engagement with wider communities around the buildings, to bring additional income into the service.

Opening hours

There was a mix of responses around opening hours.

Some people suggested that having more flexible opening hours would offer greater choice and flexibility, particularly around transport options.

However others reflected the desire to keep the service as it is at the moment, with no additional changes. Concerns were raised that, for disabled people reliant on home care services in the mornings, it might not be possible to attend the centre at different hours due to a lack of capacity by home care providers to offer alternatives. Other concerns related to disruption of routines by changing the hours that someone attends.

Implementation Phase

Concerns were raised about how any changes would be implemented and when. Staff were concerned in relation to job security and when they might receive information about future staffing structures. Existing users and carers expressed concern that they would be given notice and the service just stopped on a certain date.

Means testing / funding

Most responses indicated that people are willing to pay towards transport if this means that the service will continue, and that charging is done fairly. There were concerns about imposing charging where it leaves people vulnerable financially. There were also concerns that if some people are expected to arrange their own transport, while they might be capable of doing so, they would be unlikely to do so in practice. This could increase isolation.

Some respondents offered ideas around the possible use of volunteers or the smarter use of transport by varying hours within the day. Some comments were received in favour of opening up the service to self-funders so that people could pay for extra services and generate income into the service.

4.4 Feedback from ward councillors

BCL officers hosted one round table discussion with members at which they represented their individual views.

Councillor Holland responded to a letter from a member who had written on behalf of an individual constituent.

4.5 BCL consultation – petitions

No petitions were received in response to the BCL consultation proposals.

4.6 BCL consultation - other correspondence

Additional comments and suggestions were received from organisations and individuals via email and letters. Four submissions were received from members of the public and one was submitted by a service provider.

All the comments were opposed to the BCL proposals and all stated that the cut would affect the most vulnerable people in the city.

Responses from members of the public

All four responses from members of the public raised concerns about the impact of the BCL proposals on carers, and particularly family carers.

Two asked for more consideration to be given to the thoughts and feelings of carers, requesting the council to take into account their recommendations.

One said that the BCL service had already been reduced so far that it now only served those who most needed it and cutting further would lead to significant failings in the authority's responsibilities under the Care Act.

One response raised concerns about the suggestion that carers should look to other providers for their care needs, believing that the other current providers in the city could not be relied upon.

Response from a service provider

The service provider who responded gave their response to the consultation as part of a group discussion with four families, which was recorded and sent to council's Public Consultations email account.

They described what they believed a future service should look like. This included a drop-in service, later opening hours and the need for the service to be run based on the needs of the service user. They offered their time in helping to design this new service.

They called for the Carers and Change protocol, which was designed by carers, to be considered in any future decisions.

5 Libraries – consultation feedback

5.1 Libraries survey results

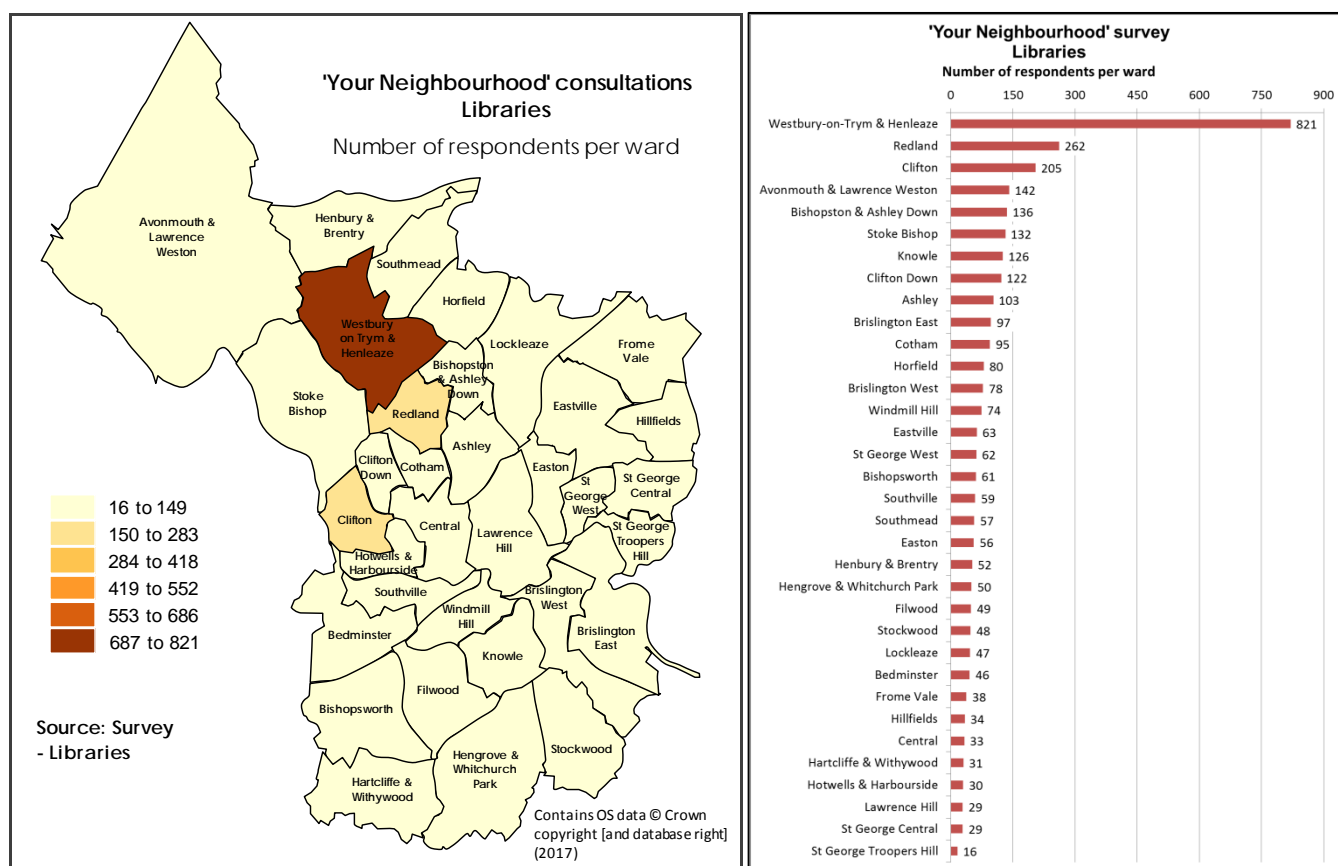
5.1.1 Libraries response rate and geographical distribution of responses

Of the 3,749 responses to the 'Your Neighbourhood' survey, 3,473 (93%) included a response to the Libraries consultation.

3,363 (97%) of the Libraries responses were from postcodes within the Bristol City Council area, 53 (2%) responses were from postcodes in North Somerset, B&NES or South Gloucestershire and 57 (2%) postcodes were from further afield or were unidentifiable.

The geographic distribution of responses to the Libraries consultation from addresses within Bristol is shown in Figure 12.

Figure 12: Distribution of Bristol responses to the Libraries consultation



5.1.2 Respondent characteristics for the Libraries consultation

3,427 (99%) of the 3,473 respondents to the Libraries survey answered the question "I am interested in the budget consultations because I am a ..."

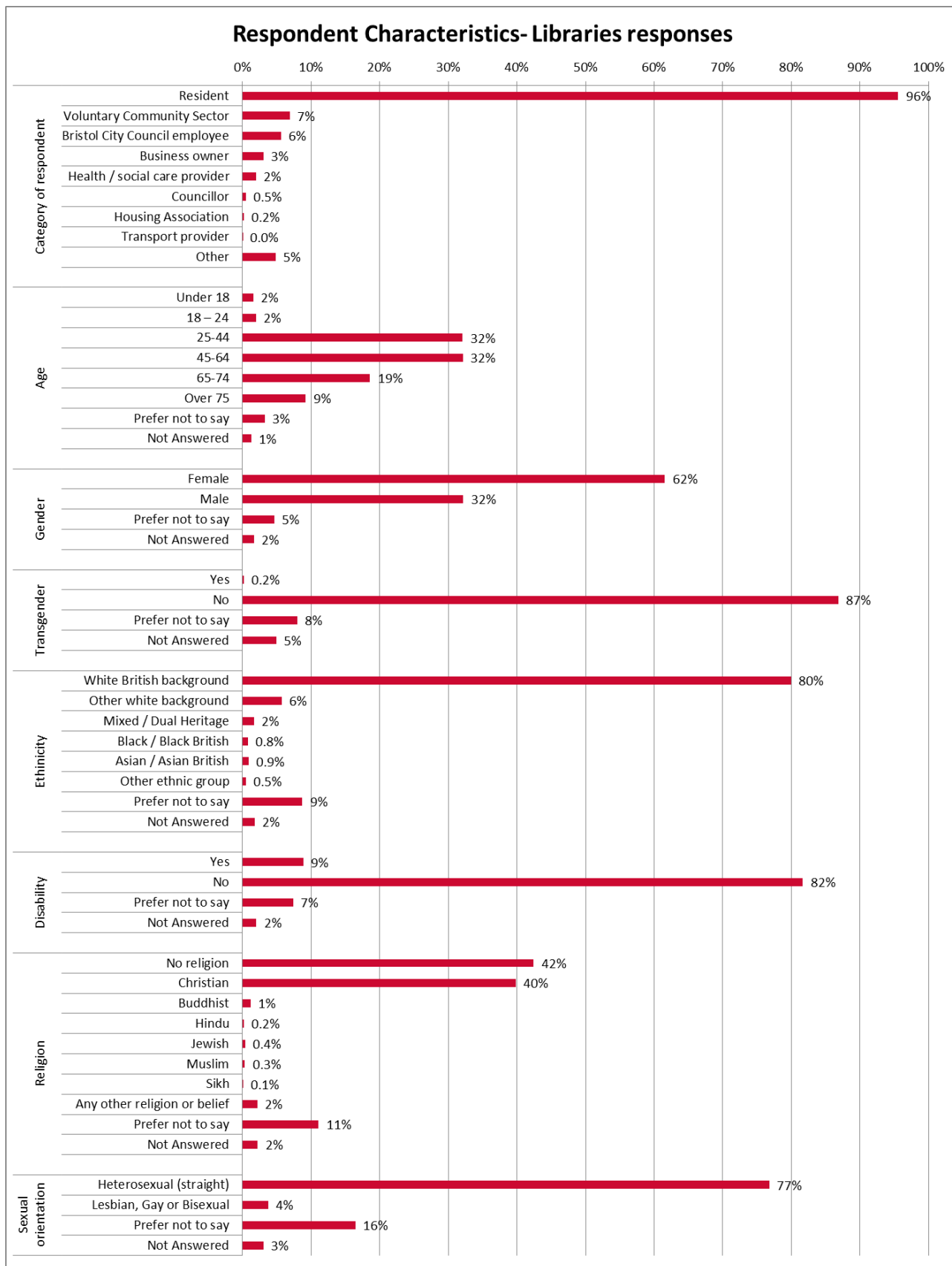
- 3,320 (96%) Libraries respondents identified that they are residents.
- 239 (7%) identified themselves as members of the Voluntary/Community Sector.
- 194 (6%) work for Bristol City Council.
- 107 (3%) are business owners.
- 69 (2%) are health / social care providers.
- 46 (1%) Libraries respondents did not identify their role/interest⁶.

⁶ The number of people identifying as each category adds up to more than the number of respondents to the consultation because respondents could tick all categories that apply.

These roles/interests and other characteristics of respondents to the Libraries consultation are very similar to all 'Your Neighbourhood' respondents (Chapter 3). The same respondent characteristics are over-/under-represented. This is to be expected because 93% of the 'Your Neighbourhood' respondents completed the Libraries survey.

A full breakdown of Libraries respondent characteristics is found in Figure 13.

Figure 13: Characteristics of respondents to the Libraries survey



5.1.3 Preferred libraries option

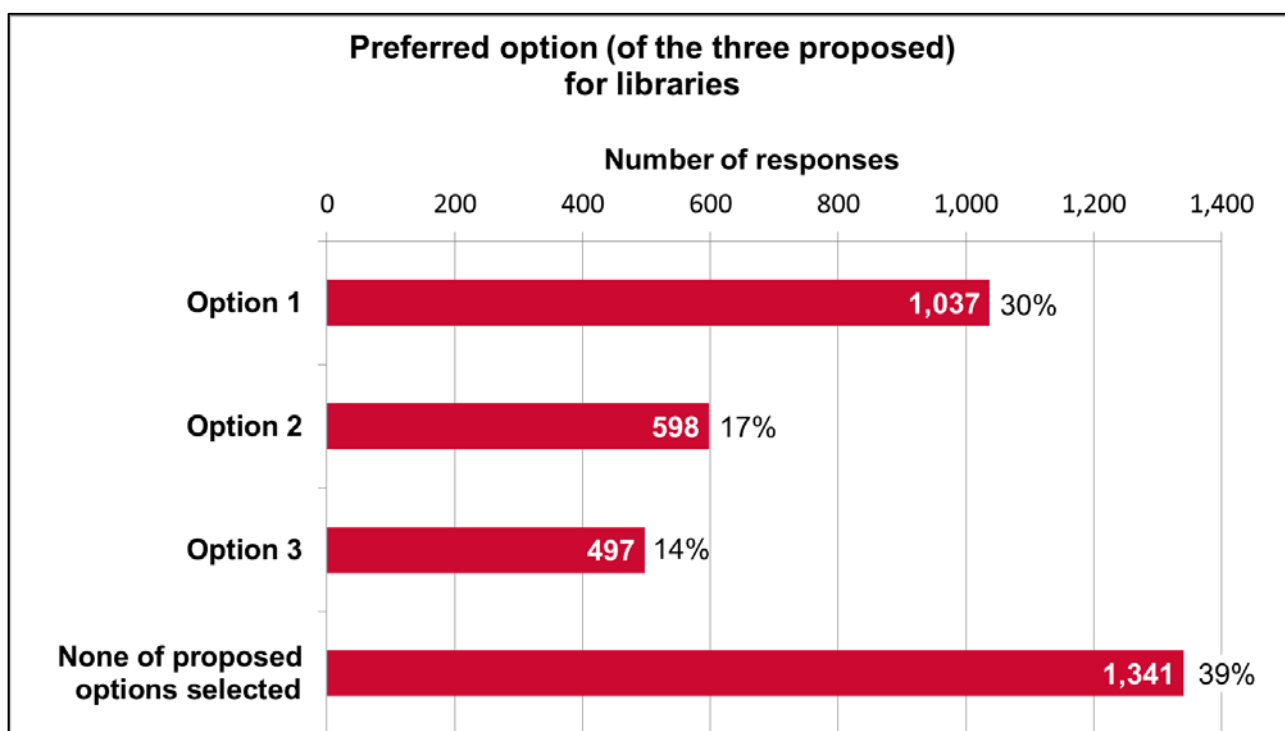
The Libraries consultation comprised two questions; question 1 asked respondents about their preference for three options for which ten libraries should continue to be run by Bristol City Council; question 2 was a free text question which invited any other feedback on the changes to Bristol Libraries, including suggestions of a different way forward.

The three options are described in Table 7.

Of 3,473 people who responded to the Libraries consultation, 2,132 people (61%) selected a preferred option from the three libraries options proposed in question 1. 286 (13% of those who selected an option) also expressed a dislike of all three options in their response to question 2.

Furthermore, 1,341 Libraries respondents (39%) provided free text comments - mostly expressing concern and/or alternative suggestions for running the future library service - in question 2, but did not select a preferred option in question 1 (Figure 14).

Figure 14: preferred option for future library service of three options proposed in Q1



Of the 2,132 people who selected one of the three options in question 1, 1,037 (49%) stated that they prefer option 1. Option 2 was selected by 598 (28%) respondents and option 3 was chosen by 497 (23%) people.

Table 7: Three library options proposed in the consultation

Option 1	Option 2	Option 3
Retain the following libraries and stop council funding for all others:	Retain the following libraries and stop council funding for all others:	Retain the following libraries and stop council funding for all others:
Central Library	Central Library	Central Library
Area Libraries:	Area Libraries:	Area Libraries:
Bedminster	Bedminster	Bedminster
Henleaze	Henbury	Henleaze
Junction 3	Junction 3	Junction 3
Local Libraries:	Local Libraries:	Local Libraries:
Bishopston	Filwood	Bishopston
Fishponds	Fishponds	Fishponds
Hartcliffe	Hartcliffe	Hartcliffe
Henbury	Sea Mills	Henbury
Knowle	Southmead	Southmead
Southmead	St George	Stockwood
Stop all council funding for these libraries:	Stop all council funding for these libraries:	Stop all council funding for these libraries:
Avonmouth	Avonmouth	Avonmouth
Bishopsworth	Bishopston	Bishopsworth
Clifton	Bishopsworth	Clifton
Filwood	Clifton	Filwood
Hillfields	Henleaze	Hillfields
Horfield	Hillfields	Horfield
Lockleaze	Horfield	Knowle
Marksbury Road	Knowle	Lockleaze
Redland	Lockleaze	Marksbury Road
St George	Marksbury Road	Redland
St Pauls	Redland	St George
Sea Mills	St Pauls	St Pauls
Shirehampton	Shirehampton	Sea Mills
Stockwood	Stockwood	Shirehampton
Westbury	Westbury	Westbury
Whitchurch	Whitchurch	Whitchurch
Wick Road	Wick Road	Wick Road

5.1.4 Other comments

There were 2,679 free text comments on libraries.

Impact

424 (16%) of the comments said that the library closures would disadvantage children and parents, 264 (10%) that it would disadvantage elderly people, 236 (9%) that it would disadvantage those in deprived areas, and 90 (3%) that it would disadvantage disabled people.

297 (11%) comments were about the impact that the loss of the library as a community space would have on the local area. 101 (4%) comments noted that, if the library buildings were sold, it would be difficult to reinstate the service in the future.

270 (10%) of the comments noted that the proposed options for library closures would leave many people having to travel too far to the nearest library, which would particularly affect elderly people and those with children.

166 (6%) of the comments raised the impact that the loss of access to computers and the internet would have on disadvantaged members of the community.

Alternative options

707 (26%) of the comments stated that none of the options were acceptable, and 458 (17%) said that the council should not be closing any of the libraries.

499 (19%) of the comments were in favour of volunteers taking on library services, while 19 (1%) had concerns about this approach.

There were a number of suggestions of ways that libraries could generate income.

- 93 (3%) said that libraries should charge for services.
- 69 (3%) of the comments proposed that libraries could rent out their rooms for money.
- 48 (2%) suggested that they could have a café.
- 39 (1%) suggested raising Council Tax.
- 27 (1%) suggested fund-raising and donations.
- 17 (1%) suggested hosting events.

There were a number of proposals for forming partnerships with other organisations to deliver library services:

- 93 (3%) of the comments suggested involving communities in running the libraries, and making them community spaces.
- 62 (1%) suggested partnership with commercial organisations.
- 39 (1%) of the comments suggested co-locating other council services with the library.
- 25 (1%) of comments suggested partnerships with schools.
- 17 (1%) of comments suggested partnerships with post offices.

148 (6%) of the comments suggested that more libraries could be kept open with reduced hours/days of opening.

50 (2%) of the comments suggested a Community Asset Transfer of the libraries.

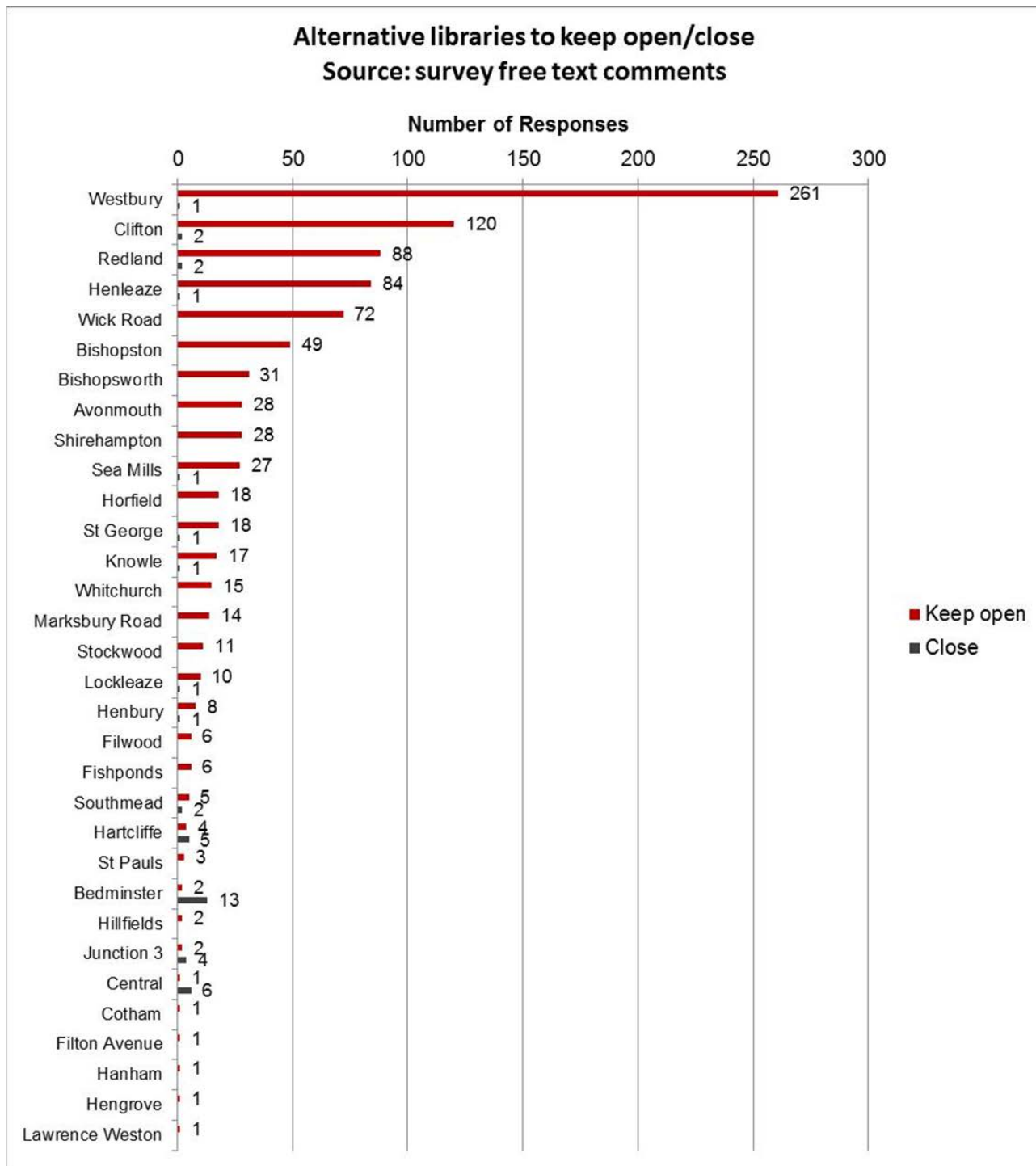
31 (1%) of the comments proposed making the library services available online, for example by providing e-books.

21(1%) of comments suggested that having later evening opening hours would increase the number of people using the libraries.

Alternative choices of libraries to keep open/close

833 (31%) comments specified that a different set of libraries should be kept open/closed from those in our proposals. The specific libraries are shown in Figure 15.

Figure 15: Requests to keep specific libraries open or to close



5.2 Libraries comments at the public meetings

5.2.1 Q&A discussion

Of the 214 questions and comments submitted for the eight public events, 53 (25%) related to the Libraries proposals. All percentages in this section are a proportion of the 53 library-related questions / comments.

- 8 (15%) questions suggested the Libraries proposals would unfairly disadvantage a section of the population.
- 6 (11%) asked for the council to choose a different selection of libraries to be included in the proposals.
- 5 (9%) asked how the proposed changes would be carried out.
- 4 (8%) suggested that no libraries should close at all.
- 4 (8%) wondered if other organisations could run the service to keep it open.
- 3 (6%) had concerns that the proposals would restrict peoples access to things like computers.
- 3 (6%) suggested the proposals focused too much on areas with higher deprivation over how much libraries were used.
- 3 (6%) wanted to know how the space left by libraries could be used.
- 3 (6%) suggested that people would pay to use libraries or that they should be used for income generation.
- 2 (4%) asked if volunteers would be allowed to run the service.
- 2 (4%) asked if library hours could be changed to allow libraries to stay open.
- 2 (4%) offered alternative solutions to the funding problem.
- One question (2%) suggested that closing libraries would stop the council being able to help build good communities.
- One question asked whether a Community Asset Transfer (CAT) would be possible in order to keep libraries open.
- One submission also suggested closing all libraries (apart from central library) in order to save money.
- One comment identified as a benefit that Area libraries would have longer opening hours.

Of the 53 questions on libraries, 3 (6%) raised concerns about how the consultation was carried out. Two of these stated that the survey should have included 'other option' as a fourth option and the third addressed how the consultation documents were displayed in libraries.

5.2.2 Roundtable discussions

There were a total of 150 comments on libraries from the roundtable sessions across all of the eight public events.

Impact

19 (13%) of the comments were on the impact that the loss of the library as a community space would have on the local area.

10 (7%) of the comments identified the loss of access to computers as being a key negative impact of the closures.

10 (7%) of the comments said that the library closures would disadvantage specific groups of people, primarily the elderly.

4 (3%) said that the closures would leave large geographical areas without libraries, and would require many people to travel a prohibitive distance to the nearest one.

3 (2%) said that closing libraries was a waste of investment.

Alternatives

17 (11%) of comments suggested that volunteers could take over staffing of the libraries.

15 (10%) of comments proposed that BCC should form partnerships with other organisations to deliver library services.

15 (10%) suggested combining services, for example integrating customer service points and public toilets with libraries.

13 (9%) suggested ways in which the libraries could generate income, such as charging for services and having cafes.

12 (8%) proposed that the libraries being closed go through Community Asset Transfer.

12 (8%) requested that different libraries should be kept open. Eight gave specific libraries:

- Avonmouth
- Bishopston
- Clifton
- Redland (two requests)
- Shirehampton
- Westbury
- Wick Road

There was also one request to close Junction 3 library due to excessive cost.

Three (2%) proposed using a mobile library to mitigate the loss of library buildings.

5.2.3 Suggestions boxes

Seven suggestions/ comments were submitted which relate to libraries.

Event	Suggestion
Greenway Centre 2017.06.29	Put a levy on library books of 20p for each year. Students should pay council tax.
Greenway Centre 2017.06.29	Clinic libraries with charity book shops?
Greenway Centre 2017.06.29	Make libraries community hubs; put toilets in there (next to them). Buy fewer books - can people donate them?
Greenway Centre 2017.06.29	Small subscription to library service?
City Hall 2017.07.10	It's like cucumber by being sliced into pieces then you eat some and there is only a few left and then you eat the rest. And then there is none left. (It's the same with the libraries)

Broadmead Baptist Church 2017.07.12	Westbury library has extended access which has been operating successfully for several months. If the Library Service provides a minimal link - say 3-4 hours per week – to enable updating resources from Central and monitoring the state of the building etc., this would enable us to retain the site as a viable library/ community asset, supported by volunteers on an occasional/regular basis. Without a link to Central, stock would necessarily become dated and usage would decline. If this proposal was also adopted at Stockwood & St George, it would add three libraries at minimal cost.
Shirehampton Public Hall 24/07/2017	Why open Central Library on a Sunday? Must be the most expensive day for staffing.

5.3 Libraries comments at service-led meetings

Table 8 shows the issues raised during the 12 meetings with Library Service staff. 20 relate to negative impacts of the proposals, 75 are proposals for alternative options, nine relate to details of the survey and 22 are other suggestions.

Table 8: Issues raised by Library Service staff

Theme	Number of comments
Impact	
Computers – e.g. loss of access to computers	8
Disadvantage – e.g. specific groups - disabled people/children/elderly people/disadvantaged	7
Travel – e.g. additional travel costs/time/difficult to access/not green/have to use cars	3
Wasted Investment	2
Alternative option	
Opening hours – e.g. fewer libraries with better with longer opening hours/more libraries with fewer opening hours/keep all libraries one day a week	20
Income generation – e.g. reinstate charges for reservations/charge more for dvds etc/raise income (see details below)	17
Volunteers - e.g. community running library with volunteers/alongside staff	12
Different 10 libraries – retain no underused libraries/suggestions of different 10 libs	7
Extended access - e.g. unstaffed access	6
Community Asset Transfer (CAT) – e.g. we can run the building/library/Friends group interest/Community asset transfer	6
Partners– e.g. better/different use of the building/colocation/other orgs	3
Mobile Library	3
Commercial – e.g. alternative provider to run the service /sponsorship	1
Other comments	
Survey Comments - Comments about the survey	9
Other –Effect on staff, being busier, stress, shift patterns and staffing levels, staffing structure, process post consultation, new library offer	22

The following ideas were raised for income generation:

- charging for computer use and increased printing charge (at least double);
- reducing the £10 limit for unpaid charges (within which customers are permitted to continue using library services) to £5, in order to collect more unpaid money owed;
- free reservations – reinstate charge;
- lost library cards – charge for replacement;
- donations – stock and money;
- sponsorship.

Other frequently raised ideas for staffing and operating the Library Service included:

- extend the At-Home service;
- Local libraries – hours should be different in different libraries to meet local need/resources;
- close lunchtimes;
- more staff are needed in Bedminster and Bishopston;
- moveable shelving in Bedminster, changes to layout to accommodate more use, use of the foyer. This could make it more attractive to hold events and increase use and flexibility if usage increases in a reduced network.

5.4 Feedback from ward councillors and MPs

This section describes feedback from ward councillors and MPs via meetings, emails, text and other correspondence.

Councillor and MP feedback is categorised as follows:

- Councillor/MP feedback on behalf of their ward residents;
- Councillor/MP feedback on behalf of their political group;
- Councillor/MP individual feedback.

5.4.1 Councillor/MP feedback on behalf of ward residents

The following proposals for libraries were submitted by councillors on behalf of residents:

- extended access proposals – Stockwood, St. George and Westbury councillors;
- Bishopsworth community libraries/alternative location – Cllr Eddy;
- alternative uses for Horfield Library – Cllr Mead;
- Kerry McCarthy (Bristol East MP) submitted enquiries and an FOI request about Wick Road Library;
- Thangam Debbonaire (Bristol West MP) submitted a free text response re concern over St Pauls library;
- Darren Jones (Bristol North West MP) sent an email letter which asked that a wider constituency view was taken when approaching these proposals and not making libraries compete against each other. It asked for a longer approach in order to find more imaginative solutions and asked for reform rather than closing libraries. It also asked how previous ideas from past consultations had been progressed and that no buildings should be sold in order to give the community a chance to staff them themselves.

5.4.2 Councillor/MP feedback on behalf of their political group

Councillor Tim Kent, representing the Liberal Democrat Group, submitted feedback concerning the lack of scope within the consultation for the public to propose options to save local libraries.

The response queried the phrasing of the consultation claiming that it was designed to stop people proposing new ideas to save the library. The response asked for more use of volunteers to be considered and the possibility of setting up a trust status for some libraries to be investigated.

5.4.3 Councillor/MP individual feedback

Requests for information were received from councillors for Avonmouth and Lawrence Weston, Cotham, Hartcliffe and Withywood, Knowle, Southville, and Stockwood wards.

5.5 Libraries consultation – petitions

5.5.1 Formal petitions on BCC EPetition hub

Five petitions were launched in response to the Libraries consultation proposals. These are listed below. Of these, four were still active at the close of the 'Your Neighbourhood' consultation and the numbers of responses are those received by 5 September 2017.

Petition name: Save Redland Library
Petition proposal: We ask the Mayor and Bristol City Council to reconsider the withdrawal of funding for Redland Library by the Library Service, which would be the outcome of any of the options within the Neighbourhood Consultation document published on 13 June 2017. We believe the Council should seek additional funding to keep a library service available to all communities in the City.
Lead petitioner: Merche Clark
Number of signatures by end of 5 Sept : 489 Online / paper unknown Lead petitioner predicts number of responses by 15 October closing date will exceed 3,500 signatures required to trigger a full council debate.
Start date: 23/06/2017
Closing date: 15/10/2017

Petition name: Save Wick Road Library 2017
Petition proposal: We ask the Mayor and councillors to reconsider and overturn the closure of Wick Road Library, outlined in the options within the Neighbourhood Consultation document published on 13 June 2017.
Lead petitioner: Val Cobbin
Number of signatures by end of 5 Sept : 410 Online / paper unknown
Start date: 15/06/2017
Closing date: 30/11/2017

Petition name: Bristol Needs Libraries
Petition proposal: We call on the Mayor, Cabinet and Council to reconsider current plans for the library service and to extend the consultation which is now underway, in both time and scope. The current, limited, consultation is not fit for purpose. All of the options it offers would result in the withdrawal of funding from 17 libraries, causing irreversible damage to a vital service. We urge the Council to reconsider the level of savings required from this service and to seek additional resources to make such drastic cuts unnecessary.
Lead petitioner: Jill Kempshall
Number of signatures by end of 5 Sept : 1,247 Online / paper unknown
Start date: 07/7/2017
Closing date: 09/10/2017

Petition name: Save Clifton Library
Petition proposal: We the undersigned draw the attention of Bristol City Council to the importance of Clifton Library to the local community. We reject the current proposals and call on the Council to investigate every possible means of keeping libraries open, including successful schemes operated by other local authorities such as City of York Council.
Lead petitioner: Michael Barton
Number of signatures by end of 5 Sept : 336 online / 2,474 paper
Start date: 12/08/2017
Closing date: 17/10/2017

Petition name: Save Bristol's Libraries
Petition proposal: We call on Mayor Rees and his Cabinet to abandon plans to cease all funding to 17 of Bristol's libraries. The proposals do not give a realistic chance for the community to present alternative options or take over these libraries. They will simply result in a mass closure. We ask the Mayor to review the total amount of savings being sought from the libraries budget and to make alternative proposals that do not require closing most of Bristol's libraries.
Lead petitioner: Cllr Tim Kent
Number of signatures by end of 5 Sept : 439 Online / paper unknown
Start date: 14/06/2017
Closing date: 01/09/2017

5.5.2 Other petitions – noted but not submitted as part of consultation

Two other petitions relating to the 'Your Neighbourhood' Libraries consultation proposals were started during the consultation period. These had no signatures by the close of the consultation on 5 September 2017 were not formally submitted as part of the consultation. These petitions are noted as context.

Petition name: Stop Bristol's Libraries from closing
Petition proposal: The council proposes to close 2/3rds of Bristol libraries. This would be hugely detrimental and should not occur. Our libraries are a public space for everyone for educational and recreation. They should be kept for current and future generation.
Lead petitioner: No petitioner name
Number of signatures by end of 5 Sept : no signatures online / paper unknown
Start date: 20/06/2017
Closing date: 01/12/2017

Petition name: Do not close Westbury Library
Petition proposal: Do not close Westbury Library, do not accept the 3 options proposed.
Lead petitioner: Mr Stephen Clarke
Number of signatures by end of 5 Sept : no signatures online / paper unknown
Start date: 06/08/2017
Closing date: 05/09/2017

5.6 Libraries consultation – other correspondence from groups and individuals

22 (30%) of the 73 responses received outside of the consultation survey format focused on Libraries; these included emails and letters.

Nine responses were received from campaign groups (not including the petitions described in section 5.5), eight responses were from members of the public, four were from other interested parties, and one was from a service provider.

In addition, there were three responses from MPs and one from a councillor, which are described in section 5.4.

Responses from campaign groups

The nine responses from campaign groups were from the following organisations: Bristol Older People's Forum (BOPF), Friends of Marksbury Road, Friends of Redland Library (two emails), Save Wick Road Library, Save Bishopsworth Library, Friends of Sea Mills Library, Wick Road Campaign Group and Mall Gardens Residents Association.

The nine responses comprised emails sent to the Public Consultation address, the Mayor, Councillor Asher Craig and the Library Service.

All of the emails suggested that all of Bristol's libraries should remain open. Two responses asked that libraries should be improved and expanded.

Four responses were worried about the lack of community resources in their area if their local library was closed. One was worried about the lack of resources in the surrounding areas and how, if the reductions in libraries were approved, people would travel to their nearest library.

There was also one proposal (complete with financial plan) from a group setting out how, if the proposal went ahead, they could turn the use of their library into a community facility which was self-managed.

Three responses stated that the consultation had not been accessible enough to local library users.

Responses from members of the public

All of the responses from members of the public were against the Libraries proposals. One suggested that, if the changes did go ahead, they were in favour saving libraries in more deprived areas before the more affluent areas.

Four worried about the impact on communities both current and future.

One claimed that the council should have a responsibility to provide information to its residents. One asked why elected members should be paid and library staff should volunteer.

Another asked that the talking book facility should be preserved as they are valued by the blind community.

Responses from service providers

There was one response from a service provider; Avonmouth Library. This comprised pictures from children saying how much they enjoyed using the books and computers at their local library.

Responses from other interested parties

Four responses were received from other interested parties. These organisations included Merchants Academy Sports Centre, Shahporan Islamic Centre, St Monica's Trust and WECIL.

Two of the organisations responded to offer proposals of their own should the proposal to close libraries be approved. These proposals detailed ideas including creating one new religious community centre and one health suite.

One organisation suggested the creation of a new improved central library facility, turning other smaller libraries into less well staffed community hubs.

One asked if it would be possible to house a community provision within their organisation.

In addition, a church group suggested creating a multi-use community space in the Horfield Library building, if the decision is made not to retain Horfield Library as a council-run facility. This was included in their response which covered all the 'Your Neighbourhood' proposals, described in section 3.6.

6 Public Toilets – consultation feedback

6.1 Public Toilets survey results

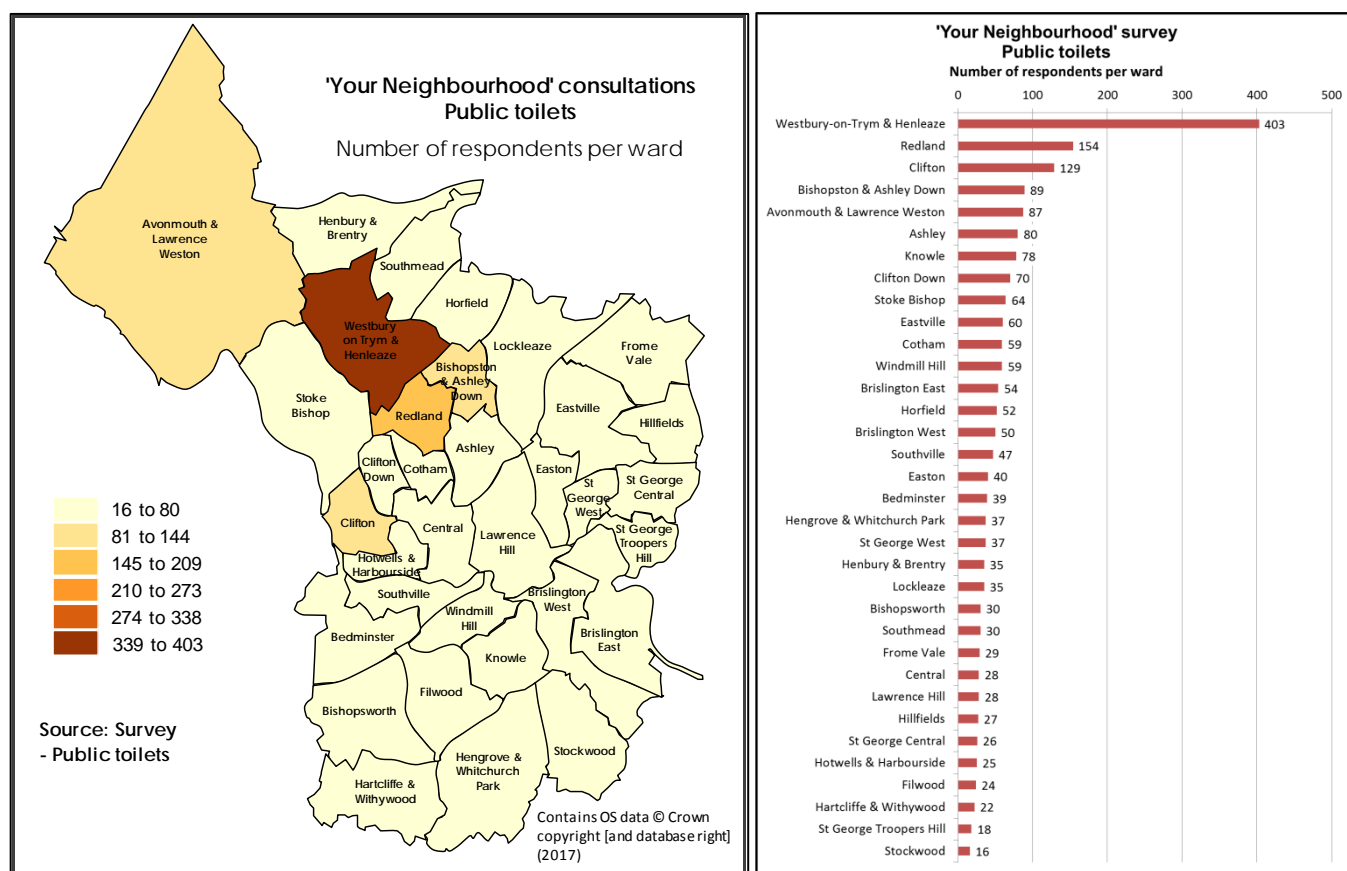
6.1.1 Public Toilets response rate and geographical distribution of responses

Of the 3,749 responses to the 'Your Neighbourhood' survey, 2,122 (57%) included a response to the Public Toilets consultation.

2,061 (97%) of the Public Toilets responses, were from postcodes within the Bristol City Council area, 37 (2%) responses were from postcodes in North Somerset, B&NES or South Gloucestershire and 24 (1%) postcodes were from further afield or were unidentifiable.

The geographic distribution of responses to the Public Toilets consultation from addresses within Bristol is shown in Figure 16.

Figure 16: Distribution of Bristol responses to the Public Toilets consultation



6.1.2 Respondent characteristics for the Public Toilets consultation

2,117 (99.8%) of the 2,122 respondents to the Public Toilets survey answered the question "I am interested in the budget consultations because I am a ..."

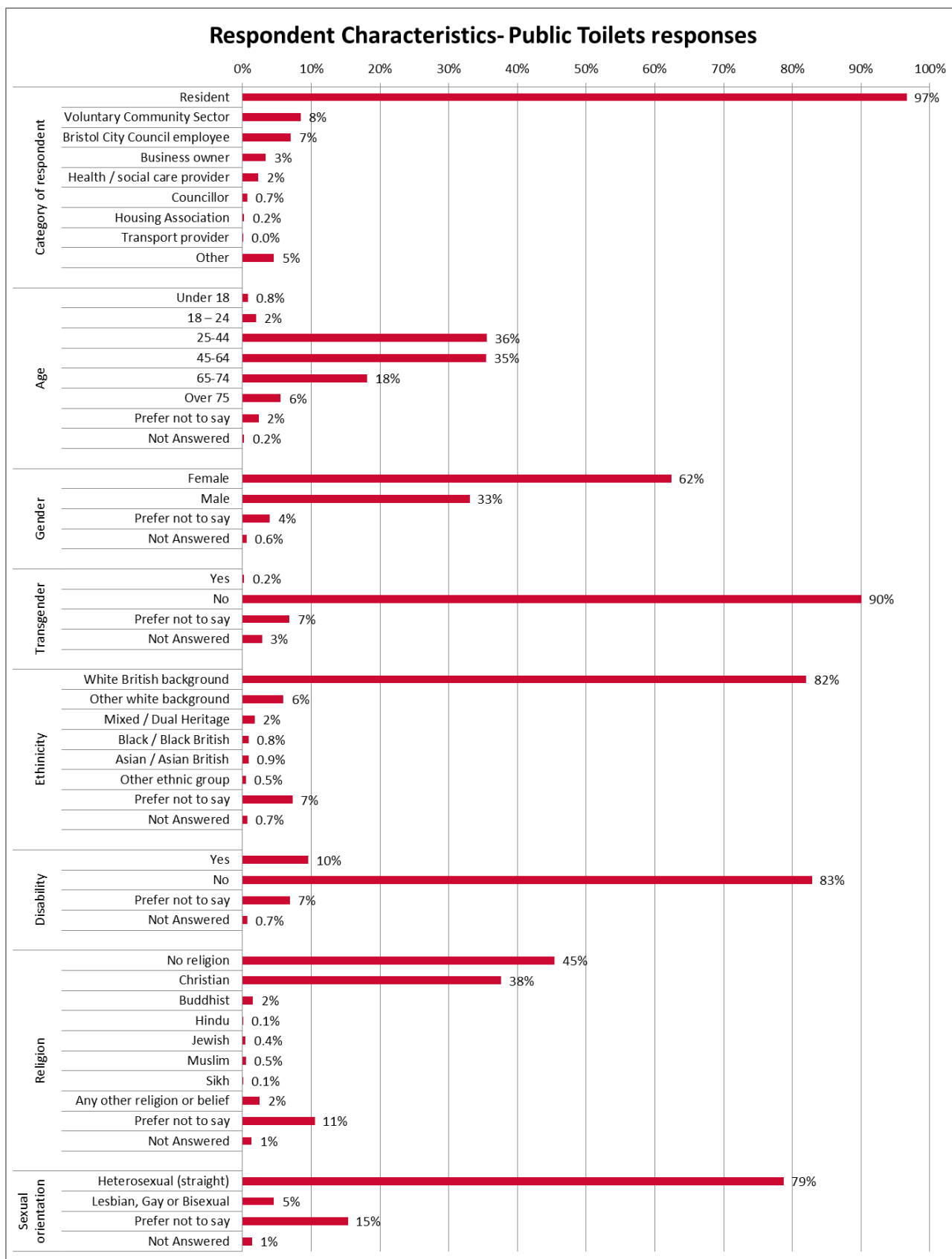
- 2,051 (97%) Public Toilets respondents identified that they are residents.
- 180 (9%) identified themselves as members of the Voluntary/Community Sector.
- 149 (7%) work for Bristol City Council.
- 72 (3%) are business owners.
- 49 (2%) are health / social care providers.
- Five (0.2%) Public Toilets respondents did not identify their role/interest⁷.

⁷ The number of people identifying as each category adds up to more than the number of respondents to the consultation because respondents could tick all categories that apply.

These roles/interests and other characteristics of respondents to the Public Toilets consultation are very similar to all 'Your Neighbourhood' respondents (Chapter 3). A slightly higher proportion of Public Toilets respondents are residents and there are slightly higher proportions of respondents in the 25-44 and 45-64 age categories, with slightly fewer aged over 75, compared to all 'Your Neighbourhood' respondents.

A full breakdown of Public Toilets respondent characteristics is found in Figure 17.

Figure 17: Characteristics of respondents to the Public Toilets survey



6.1.3 Preferred option for investing remaining toilets budget

Of 2,122 people who responded to the Public Toilets consultation, 1,642 people (77%) selected a preferred option of the three options proposed for public toilets in question 1.

Of these, 1,093 (67%) stated that they prefer option 1 (close 18 public toilets, raise awareness of where publicly accessible toilets are and introduce a Business/Community Toilet Scheme).

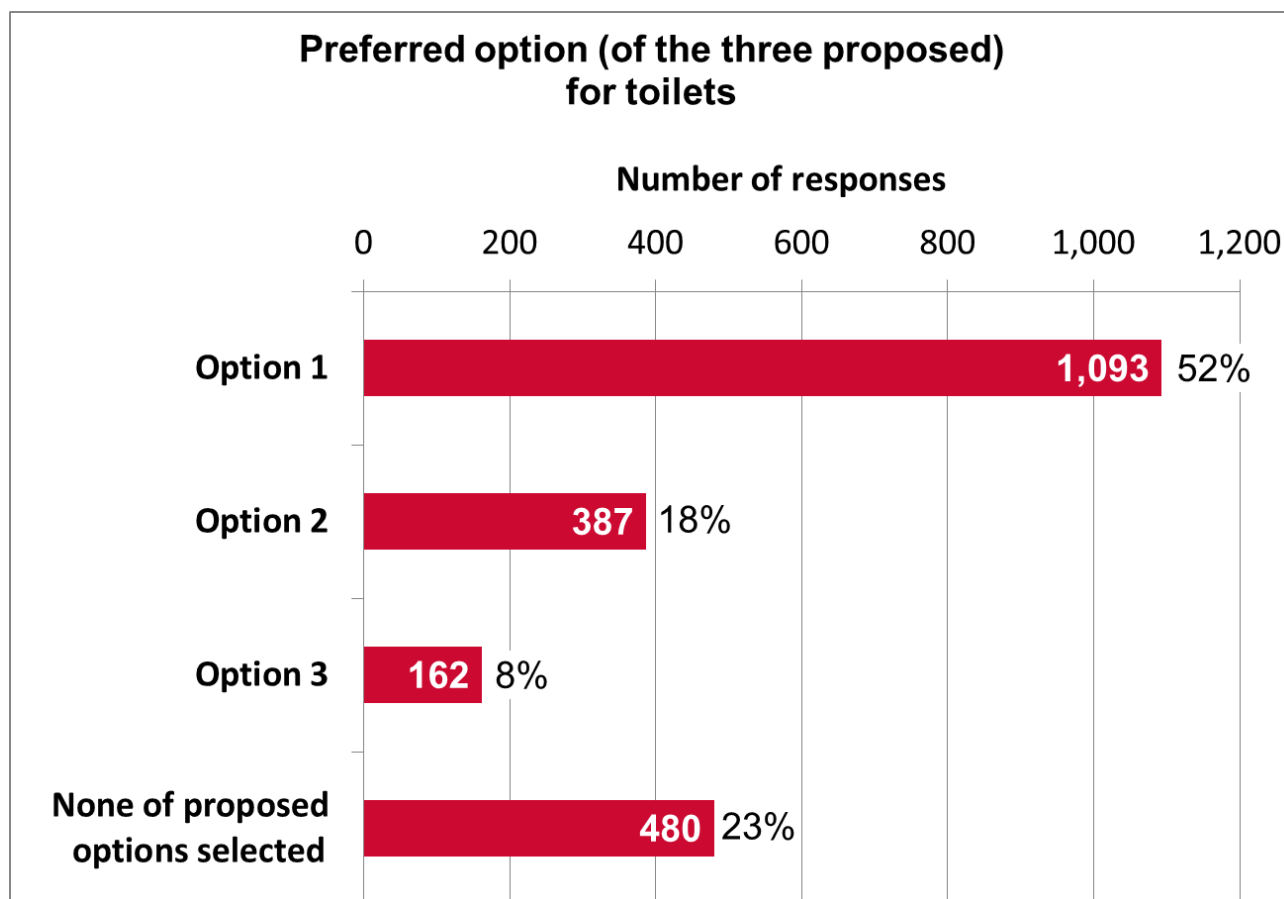
Option 2 (close 17 public toilets and invest £30,000 in keeping one open) was selected by 387 (24%) respondents.

Option 3 (close 18 public toilets and provide no alternative provision and save an additional £30,000) was chosen by 162 (10%) people.

The remaining 480 respondents did not select any of the three options but answered other toilets questions; 392 of these responses included alternative ideas for providing public toilets in Bristol, 294 of which said the council should not close any of the public toilets.

In total, there were 950 responses to this free text question asking for alternative ideas for providing public toilets (most from respondents who had picked one of the three proposed options). These responses are described in the following section.

Figure 18: preferred option for future toilets provision of three options proposed



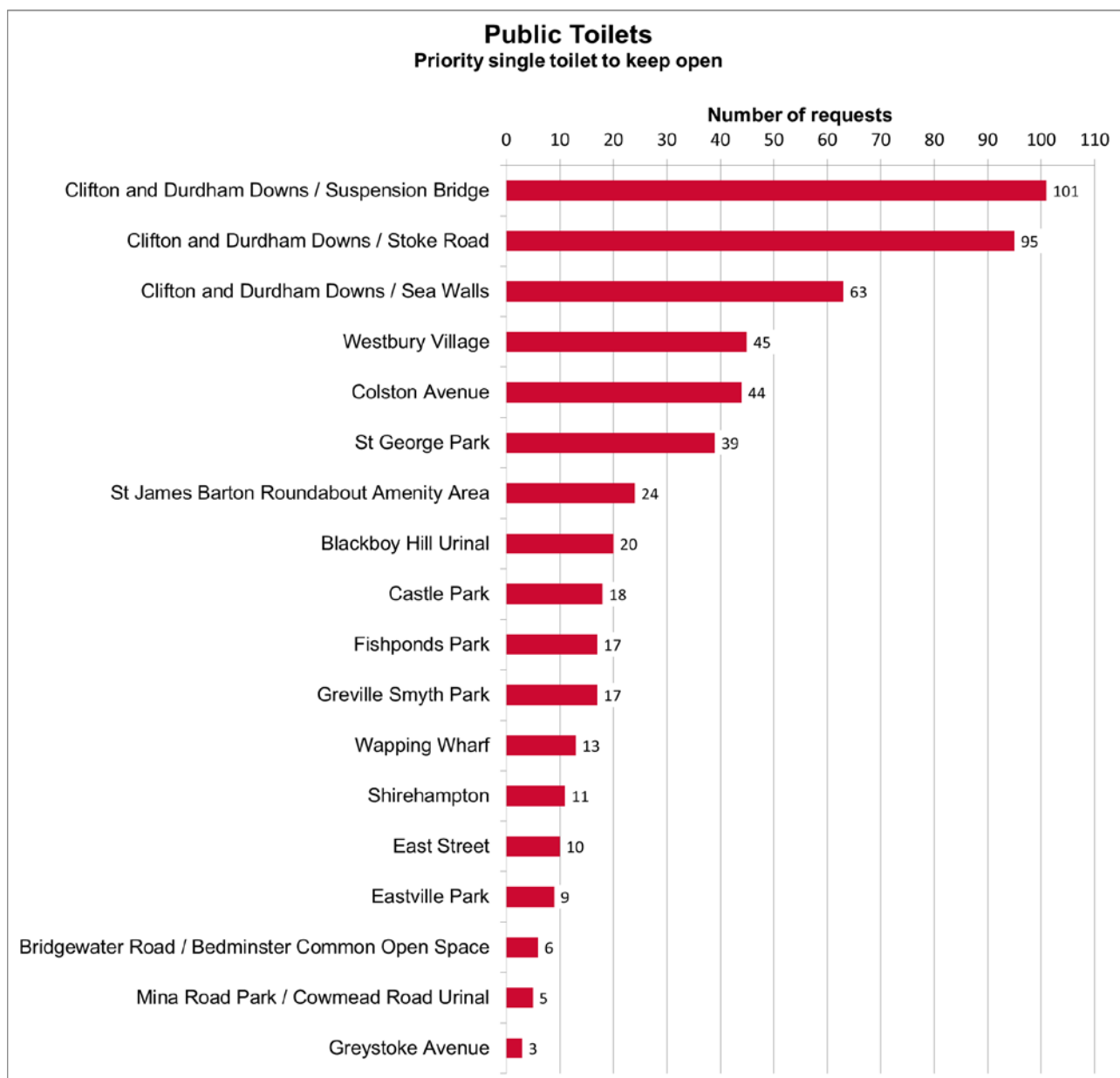
Respondents were asked “if you support option 2, which toilet would you want to keep open?” 540 respondents answered this question; more than the 387 who stated they support option 2.

Six toilets received 72% of requests. These are:

- Clifton & Durdham Downs / Suspension Bridge – 101 responses (19%)
- Clifton & Durdham Downs / Stoke Road - 95 responses (18%)
- Clifton & Durdham Downs / Sea Walls – 63 responses (12%)
- Westbury Village – 45 responses (8%)
- Colston Avenue – 44 responses (8%)
- St George Park - 39 responses (7%)

The four toilets with the highest number of requests are close to the areas with the highest response rate to the toilets consultation (and combined 'Your Neighbourhood' consultation). Figure 19 shows the number of requests for each of the 18 toilets.

Figure 19: Respondents' priority for one toilet to keep open



6.1.4 Alternative ideas for providing public toilets

There were 950 total free text comments on public toilets. These expressed some concerns about the impacts of the proposals, commented on the community/ business toilet scheme and put forward alternative options for public toilets.

Impact

145 (15%) of comments were concerned with the impact that closing the public toilets would have on disabled people.

59 (6%) of comments were concerned with the impact that closing the public toilets would have on homeless people.

113 (12%) of comments were on how essential it was to keep a toilet on the Downs.

A further 84 (9%) of comments were about how provision of toilets was essential in parks generally.

Business Toilet Scheme

90 (9%) of comments were suggestions for the business toilet scheme. These included ensuring that there was sufficient signage and mapping for all toilets, providing reductions to business rates to encourage businesses to participate, and that they will be accessible to disabled and homeless people.

76 (8%) were positive about the scheme, and 71 (7%) of comments were negative.

Alternative options

313 (33%) comments were requests that we do not close down the toilets.

200 (21%) comments were suggestions of ideas for alternative methods of providing toilets. This included seeking sponsorship from businesses, having community groups take over the running of the toilets, and having temporary toilets for peak times and areas.

149 (16%) comments were in favour of setting up pay toilets.

6.1.5 Existing use of public toilets

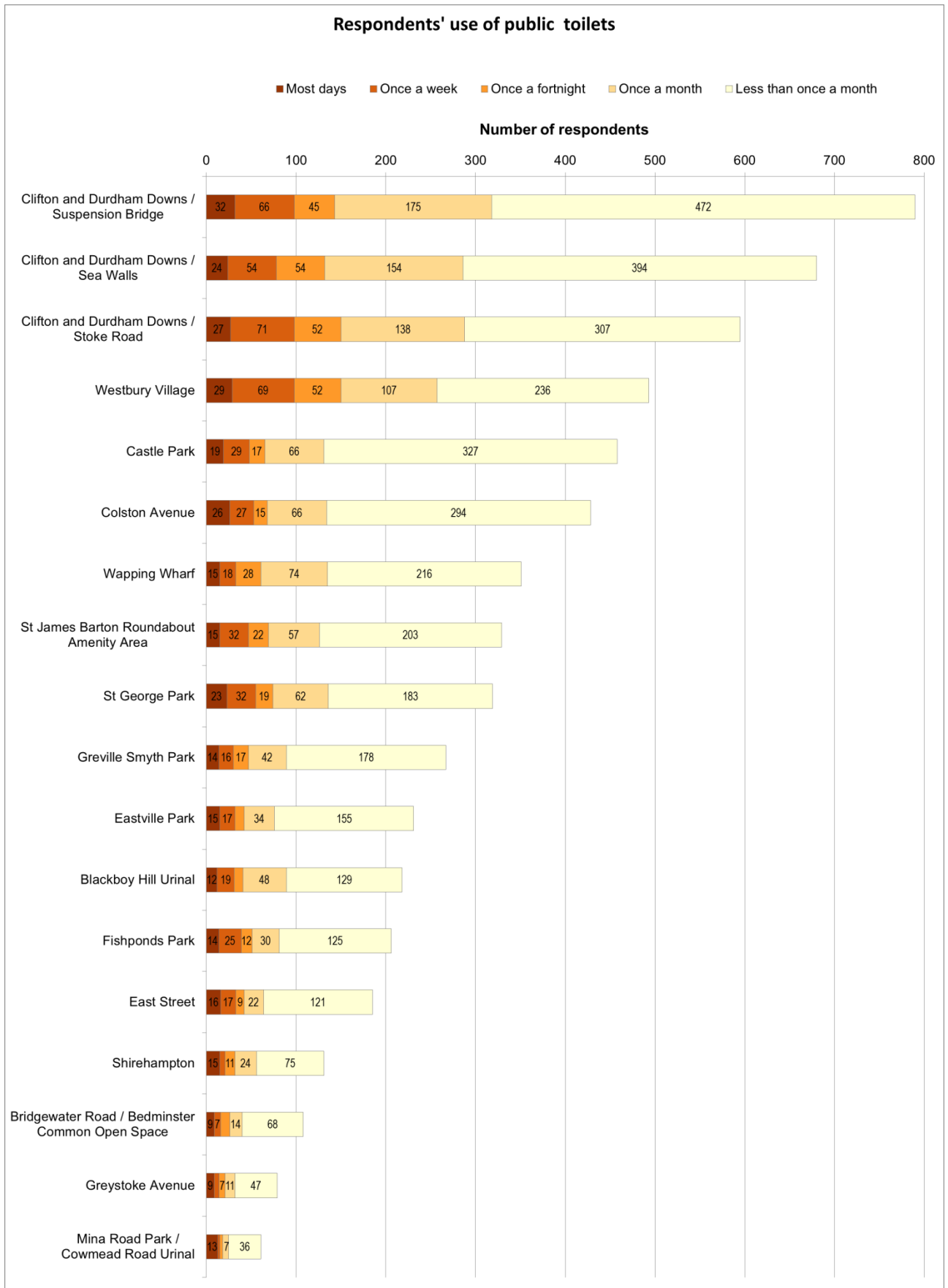
Of the 2,122 respondents to the Public Toilets survey, 1,647 (78%) stated they have at some time used Bristol's public toilets. 381 (18%) have not used the toilets and 94 (4%) did not answer the question.

The survey asked how regularly respondents use each of the 18 public toilets. 1,587 of the 2,122 people who responded to the Public Toilets consultation stated how often they used the 18 toilets.

Figure 20 shows the number of respondents who use each toilet 'most days', 'once a week', 'once a fortnight', once a month and less than once a month. The toilets are ranked in descending order of use reported by respondents. Five of the six toilets with highest usage are the same as those identified by respondents as a priority to keep open. These are Clifton and Durdham Downs (Suspension Bridge, Sea Walls and Stoke Road sites), Westbury Village and Colston Avenue.

The four toilets with the highest reported usage are close to the areas with the highest response rate to the toilets consultation (and combined 'Your Neighbourhood' consultation). The reported usage may, therefore, not reflect per capita usage of public toilets in Bristol.

Figure 20: Respondents' use of the 18 public toilets



The full usage data are listed in Table 9.

Table 9: Respondents' use of the 18 public toilets

Toilet	Most days	Once a week	Once a fortnight	Once a month	Less than once a month	Never
Blackboy Hill Urinal	12	19	10	48	129	650
Bridgewater Rd / Bedminster Common Open Space	9	7	10	14	68	662
Castle Park	19	29	17	66	327	435
Clifton and Durdham Downs / Sea Walls	24	54	54	154	394	363
Clifton and Durdham Downs / Stoke Road	27	71	52	138	307	382
Clifton and Durdham Downs / Suspension Bridge	32	66	45	175	472	288
Colston Avenue	26	27	15	66	294	451
East Street	16	17	9	22	121	592
Eastville Park	15	17	10	34	155	570
Fishponds Park	14	25	12	30	125	580
Greville Smyth Park	14	16	17	42	178	538
Greystoke Avenue	9	5	7	11	47	643
Mina Road Park / Cowmead Road Urinal	13	2	3	7	36	681
Shirehampton	15	6	11	24	75	632
St George Park	23	32	19	62	183	506
St James Barton Roundabout Amenity Area	15	32	22	57	203	517
Wapping Wharf	15	18	28	74	216	472
Westbury Village	29	69	52	107	236	481

6.1.6 Interest in participating in Business / Community Toilet Scheme

14 organisations expressed interest via the survey in finding out more about participating in a Business/Community Toilet Scheme. All but one provided their contact details. These and other potential participants would be approached direct if a decision is made to progress the Business/Community Toilet Scheme.

6.2 Toilets comments at the public meetings

6.2.1 Q&A discussion

Of the 214 questions and comments submitted for the eight public events, 24 (11%) related to the proposals for public toilets. All percentages in this section are a proportion of the 24 toilets-related questions / comments.

There was a divided opinion on the proposed Business/Community Toilet Scheme with two (8%) people giving negative comments about the proposed scheme and two (8%) people submitting positive comments.

People raised concerns over a number of issues.

- 6 (25%) people thought the proposals would negatively affect people who suffer from a disability, illness or worked a specific job (such as delivery driver).
- 6 (25%) of the submissions raised concerns about facilities in specific areas of the city.
- 2 (8%) raised concerns specifically about closing toilets on the Downs and parks
- 2 (8%) raised concerns around how these proposals might affect tourism in the city

For solutions, three people (13%) thought that charging people to use public toilets would be a good way of retaining them.

One suggestion (4%) stated that none should close.

6.2.2 Roundtable discussions

There were a total of 118 comments on public toilets from the roundtable sessions across all of the eight public events.

Impact

14 (12%) of the comments were concerned with the impact that closing the public toilets would have on disabled people.

8 (7%) of the comments were concerned with the impact that closing the public toilets would have on homeless people.

7 (6%) of the comments were about the need for a toilet on the Downs.

A further 7 (6%) of the comments were about how provision of toilets was essential in parks generally.

Business Toilet Scheme

38 (32%) of the comments were suggestions for the business toilet scheme. These included ensuring that there was sufficient signage and mapping for all toilets, that they will be accessible to disabled and homeless people, and that we should offer reductions in business rates to businesses which open their toilets to the public.

7 (6%) of the comments were negative about the scheme, and 6 (5%) were positive.

Alternative options

10 (8%) of the comments were requests that we do not close down the toilets.

13 (11%) of the comments were suggestions for alternative methods of providing toilets. This included seeking sponsorship from businesses, having community groups take over the running of the toilets, and making it compulsory for new businesses and developments to provide publicly accessible toilets.

9 (8%) of the comments were in favour of setting up pay toilets.

6.2.3 Suggestions boxes

Two suggestions/ comments were submitted which relate to public toilets.

Event	Suggestion
City Hall 2017.07.10	Toilets should be available - act of parliament 2008. 2008 Act of Parliament – toilet’s suggestions – bear in mind.
Broadmead Baptist Church 2017.07.12	When Planning applications are submitted for premises with toilets for their customers, the owners should have to sign up to this scheme (and to graffiti removal) before permission is granted. These toilets should also be “DDA” compliant. Apply particularly (or only!) in areas where facilities are needed.

6.3 Toilets comments at service-led meetings

The following issues were raised at meetings held by the Neighbourhoods Service which relate to the Public Toilets consultation.

6.3.1 Youth Council and Listening Partnership, 3 July 2017 at City Hall

All the young people present were supportive of the proposal to close toilets and invest in a Business/ Community Toilet Scheme and agreed that the current service does not work for them.

6.3.2 Bristol Ageing Better and BEING, 10 August 2017 at Broadmead Baptist Church

Those in attendance raised a number of points relating to the proposals for public toilets including issues with accessibility and access, possible solutions to meet continued demand and concerns about the impact of the proposals.

There was support for a proposed Business/Community Toilet Scheme. However concerns were raised about how the accessibility of those toilets can be assured and access needs for those with mobility issues can be guaranteed. Specific mention was made of the radar key holder in a business not always being on site thus making access impossible. There were calls for checks to be carried out to ensure the validity of claims from businesses about the accessibility of their facilities.

Possible solutions to accessibility concerns were forwarded including:

- investing Community Infrastructure Levy (CIL) funds to raise the standards of accessibility in toilets;
- make it a planning requirement that accessible facilities cannot be downgraded;
- signpost people to DisabledGo for information on locations and accessibility;
- put in place a contract that lays out minimum standards;
- include changing places in the sites listed and create two classes of accessibility (general and enhanced).

Other concerns raised included:

- how elderly people would access the information about toilet locations without a paper map;
- people on medicine need toilets located close to their location;

- uncertainty over how the scheme would be monitored;
- the impact on homeless people;
- the impact on drug users unable to dispose of needles in public toilets; and
- costs and implications to the businesses themselves.

Input was also received on possible amendments to the scheme such as introducing portaloos at key times or during certain events, adopting an American model of offering business rate relief for providing toilet services to the community and adding the locations of toilets to street maps.

Some comments were also made on the current service including that it was not felt to be ideal, could charging for the use of public toilets avert closing them and that the scheme proposed should have been set up five years ago.

6.3.3 BEING equalities groups, 16 August 2017, Unitarian Chapel in Brunswick Square

General feedback was that the Business/Community Toilet scheme would be a positive step to improve on the current provision.

Some raised concerns that businesses would be disinclined to allow open access to homeless people, thus excluding this group from using those facilities.

A number of suggestions to enhance the service were put forward including:

- working with St Mungos to produce a toilets map for homeless people to use that also contained information about other services this group accesses;
- including doctor surgeries on the list of toilet scheme businesses; and
- encouraging businesses to use their facility door spaces for advertising to maximise the benefit of the additional footfall.

6.4 Feedback from ward councillors

This section describes feedback from ward councillors and MPs via meetings, emails, text and other correspondence.

Councillor and MP feedback is categorised as follows:

- Councillor feedback on behalf of their ward residents;
- Councillor/MP feedback on behalf of their political group;
- Councillor/MP individual feedback.

6.4.1 Councillor feedback on behalf of their ward residents

Cllr Ruth Pickersgill submitted feedback on the following areas of concern:

- the threat to public toilets in parks;
- the need for a family-friendly environment in our park areas including baby changing facilities;
- the need to link the consultation with the Youth and Play Strategy and that public toilets were necessary in order for Bristol to be a Child Friendly City.

6.5 Toilets consultation – petitions

6.5.1 Formal petitions on BCC EPetition hub

One petition, 'Keep Suspension Bridge Public Toilet Open', was launched in response to the Public Toilets consultation proposals. This was still active at the close of the 'Your Neighbourhood' consultation and the numbers of responses are those received by 5 September 2017.

Petition name: Keep Suspension Bridge Public Toilet Open
Petition proposal: We call on the council to reconsider the plan for closing the public toilet near the Clifton Suspension Bridge. Clifton Suspension Bridge is one of Bristol's most iconic and well-loved scenes. The site draws thousands of visitors every year from across Bristol and outside the city borders as well as local residents who use the Downs for recreation and exercise.
Lead petitioner: Ciaran Ellis
Number of signatures by end of 5 Sept: 396 online 21 paper
Start date: 10/07/17
Closing date: 30/09/17

6.6 Toilets consultation - other correspondence from groups and individuals

Additional comments and suggestions were received from organisations and individuals via 11 emails and verbal comments. Of these, six submissions were received from members of the public, four from local businesses and one from another interested party.

Six of these comments referred to specific public toilets: two to the Clifton Suspension Bridge, two to the Downs, one to Station Road (Shirehampton) and one to Colston Avenue.

Of this additional correspondence, 10 of the 11 submissions were against the public toilets proposals, or suggested amends to them.

In addition, there was one response from a councillor, which is described in section 5.4.

Responses from members of the public

All six responses from members of the public were critical of the proposals put forward in the consultation.

Of these six, two claimed that there were not enough options given in the consultation.

One stated that reducing public toilet provision was 'a step back in history', and another that it would affect the most vulnerable in the city. One sent a link to an article that outlined how public toilets were crucial to sufferers of Crohn's disease.

One response referred specifically to the public toilet on Colston Avenue, claiming that it should be cleaned more thoroughly. The same response also requested more women-only toilets in the city.

One response referred specifically to the public toilets at Clifton Suspension Bridge, claiming it was unsuitable for such a popular landmark not to have adequate facilities. They also suggested that closing this toilet would place an unfair burden on the Avon Gorge Hotel, and would particularly affect children.

One response stated that cutting public toilet provision would primarily affect the elderly, drug users and foreign visitors. The same response also said that the proposals were not sufficiently informed by public opinion.

Responses from local businesses

The four responses from local business came from the following: The Hub Community Centre, Bristol Zoo, The local Ramblers group and Bristol in Bloom.

Three of the four responses from local businesses were critical of the proposals put forward in the consultation.

The fourth response suggested installing a coin-operated entrance system, which would make it more feasible to provide public toilets.

Two of the critical responses referred specifically to the Downs. They raised the concern that closing the Downs public toilets would be detrimental to community projects and local businesses, specifically: the Your Downs walks, conservation work, and the Avon Gorge and Downs Wildlife Project. They stated that no suitable alternative provision was available nearby, that a lack of public toilets was a major factor in people's unwillingness to walk in certain places and that the proposals would have a major impact on public health.

One response, which referred specifically to the Clifton Suspension Bridge public toilets, raised similar concerns: that it was a threat to volunteer gardeners for Clifton in Bloom and the Clifton Rugby Club, and that the only other suitable facility in the area was Clifton Library, which is also likely to close.

One response stated that the proposals would encourage urinating in the wild.

Response from an interested party

One organisation emailed a letter of interest to the council relating to public toilets. This letter was in support of the closure of the public toilet on Station Road in Shirehampton.

It additionally proposed the demolition of the public toilet building and the land's redevelopment in line with a planning application by commercial enterprise.

The response from the councillor is described in Section 6.4.

7 School Crossing Patrols (SCPs) – consultation feedback

7.1 SCPs survey results

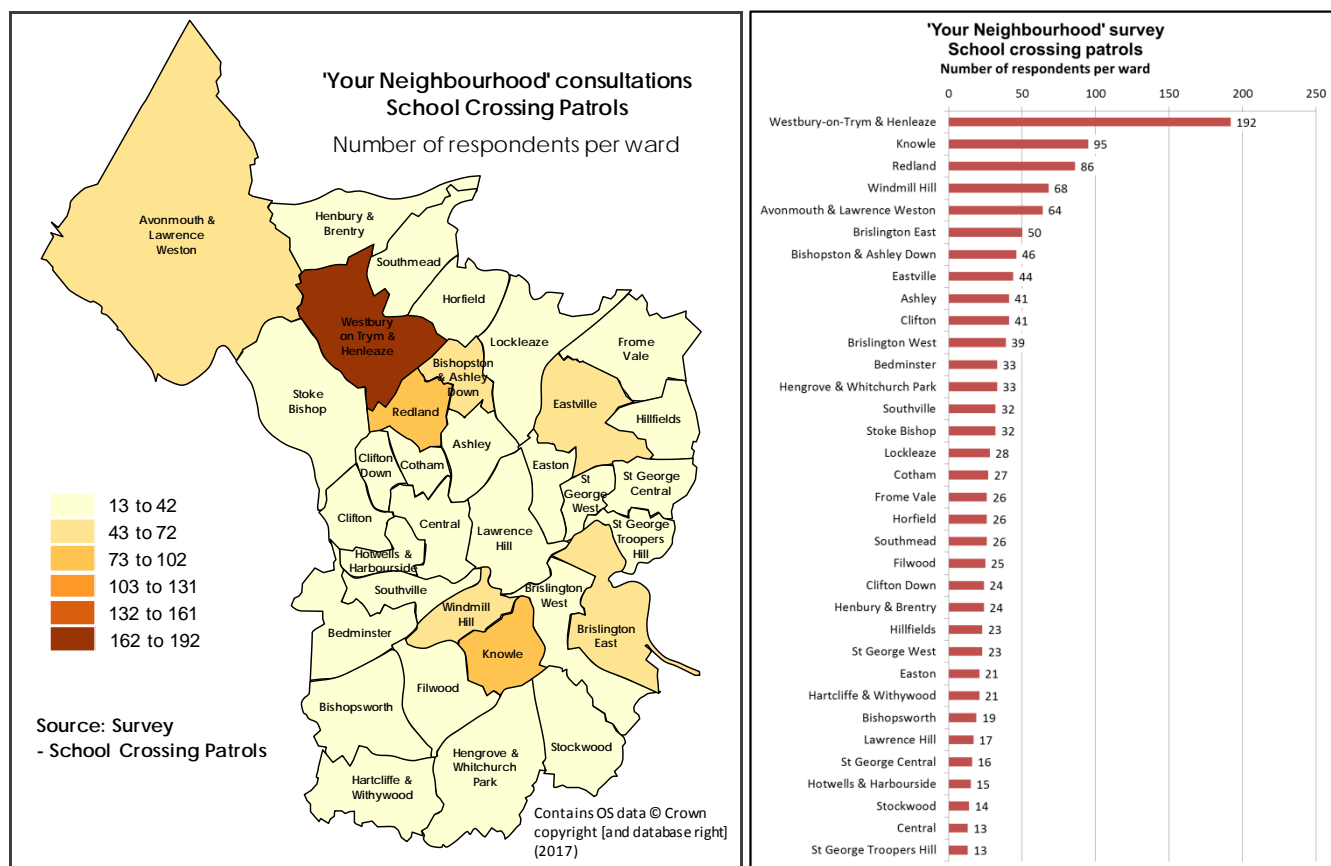
7.1.1 SCPs response rate and geographical distribution of responses

Of the 3,749 responses to the 'Your Neighbourhood' survey, 1,328 (35%) included a response to the School Crossing Patrols consultation.

1,297 (98%) of the SCPs responses were received from postcodes within the Bristol City Council area, 18 (1%) responses were from postcodes in North Somerset, B&NES or South Gloucestershire and 13 (1%) postcodes were from further afield or were unidentifiable.

The geographic distribution of responses to the School Crossing Patrols consultation from addresses within Bristol is shown in Figure 21.

Figure 21: Distribution of Bristol responses to the SCPs consultation



7.1.2 Respondent characteristics for the School Crossing Patrols consultation

1,325 (99.8%) of the 1,328 respondents to the SCPs survey answered the question “I am interested in the budget consultations because I am a ...”

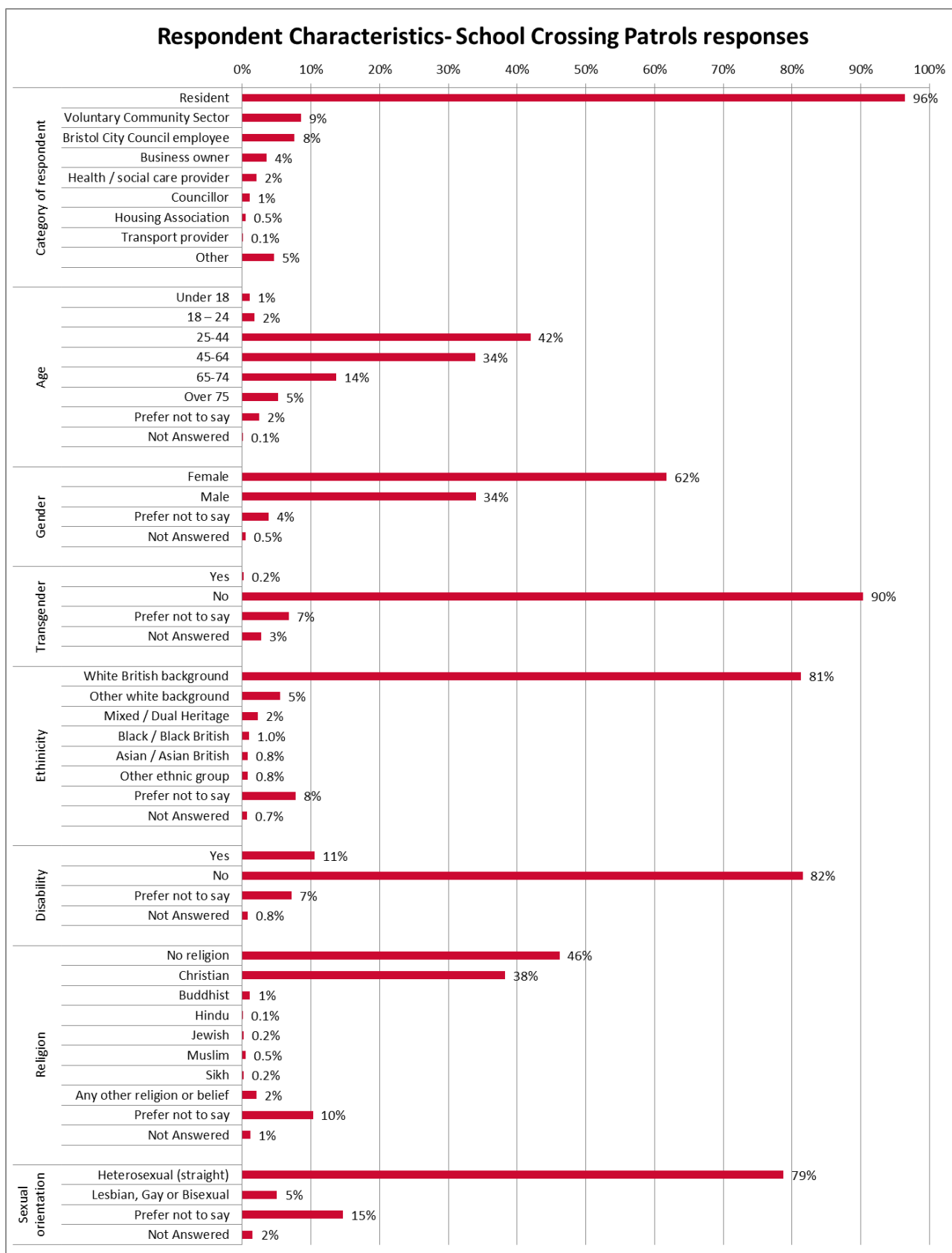
- 1,281 (97%) SCPs respondents identified that they are residents.
- 113 (9%) identified themselves as members of the Voluntary/Community Sector.
- 101 (8%) work for Bristol City Council.
- 47 (4%) are business owners.
- 27 (2%) are health / social care providers.
- Three (0.2%) SCPs respondents did not identify their role/interest⁸.

⁸ The number of people identifying as each category adds up to more than the number of respondents to the consultation because respondents could tick all categories that apply.

These roles/interests are similar to the combined 'Your Neighbourhood' respondents (Chapter 3), with slightly higher proportions of SCPs respondents identifying themselves as Voluntary/Community Sector, Bristol City Council employees, and business owners.

A full breakdown of SCPs respondent characteristics is found in Figure 22.

Figure 22: Characteristics of respondents to the SCPs survey



The most common age of SCPs respondents is 25-44 (42%) - this is significantly higher than the proportion (32%) of this age group in the combined 'Your Neighbourhood' responses, perhaps reflecting the parents of school age children who may be affected. The age group with the next highest response rate is 45-64 years (34%). There is a lower response rate for age groups 65-74 and over 75 than in the combined 'Your Neighbourhood' responses.

Other respondent characteristics are similar for the SCPs consultation and the combined 'Your Neighbourhood' consultations.

7.1.3 School crossing sites of concern to respondents

The survey asked respondents to indicate which school crossing site(s) concern them. 932 (70%) of the respondents to the School Crossing Patrols Consultation identified up to four sites (2,094 sites in total).

Of these, 493 (24%) respondents identified that they were concerned with 'no specific school'; i.e. they were commenting on the proposals in principle rather than the specifics of a single site.

Figure 23 shows the number of respondents who identified each site and if the proposal is to retain or discontinue the crossing patrol. The schools identified by the highest numbers of respondents include several where the proposal is to retain the crossing. Those identified by fewest respondents include sites where it is proposed to discontinue the crossing. This suggests that respondents may have interpreted 'concerns you' in the question to mean 'which your children use', rather than 'causes you concern'.

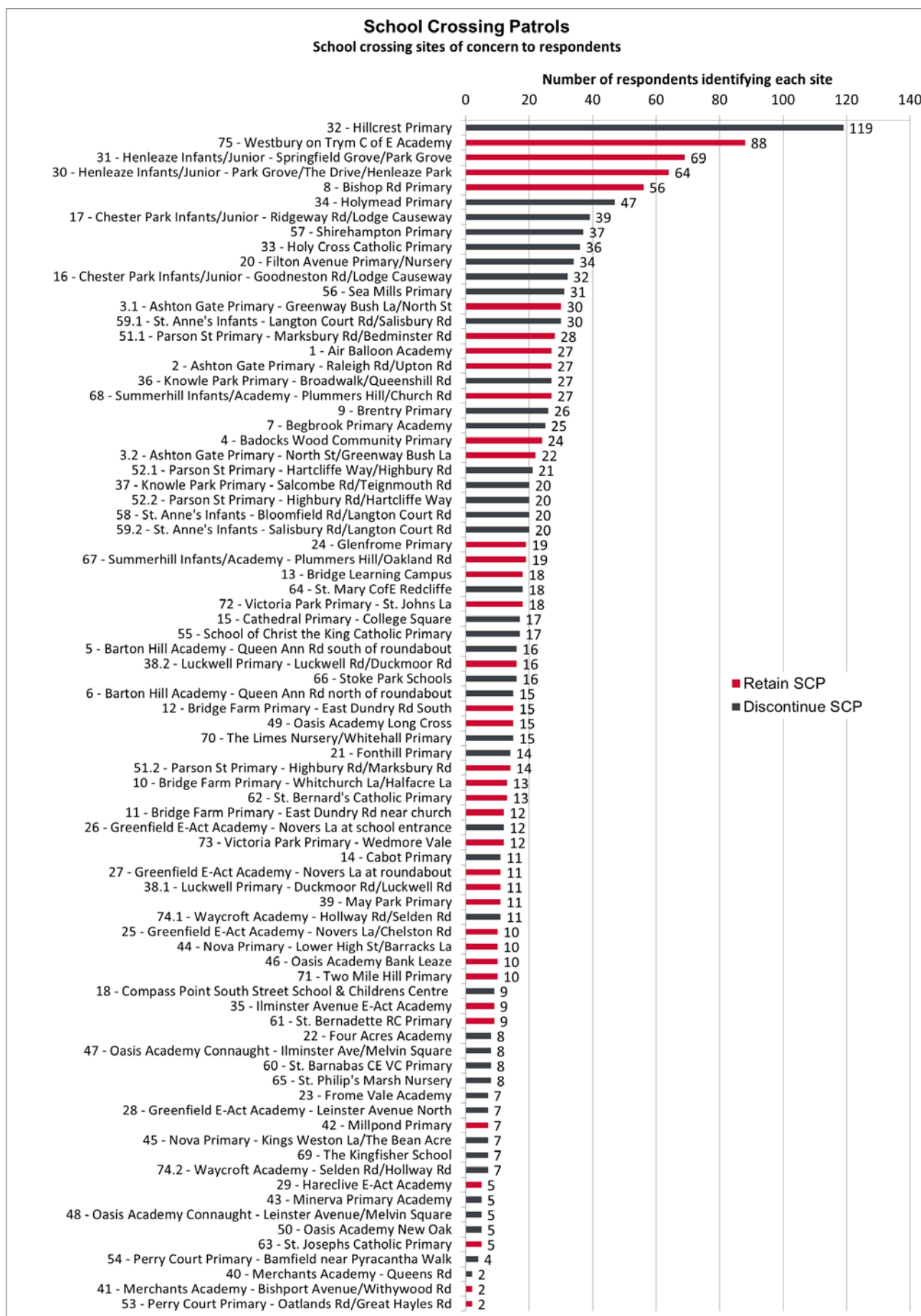
The crossing that was identified by the highest number of respondents is Hillcrest Primary. The Hillcrest Primary community staged a public display of their concern and opened an online petition to retain the crossing on Wells Road.

The next three highest response rates are for three crossings which are proposed to be retained (site 75 at Westbury on Trym C of E Academy and sites 30 and 31 at Henleaze Infants/Junior) in Westbury-on-Trym and Henleaze ward. These high response rates are likely to reflect the very high response rate to the combined 'Your Neighbourhood' consultation from this ward, rather than a specific issue with these crossings.

The crossing with the seventh highest response rate (site 17 - Chester Park Infants/Junior - Ridgeway Rd/Lodge Causeway) also submitted a petition to reverse the proposal to discontinue the crossing.

The petitions from Hillcrest Primary and Chester Park Infants/Junior are described in section 7.5.

Figure 23: School crossing sites of concern to respondents

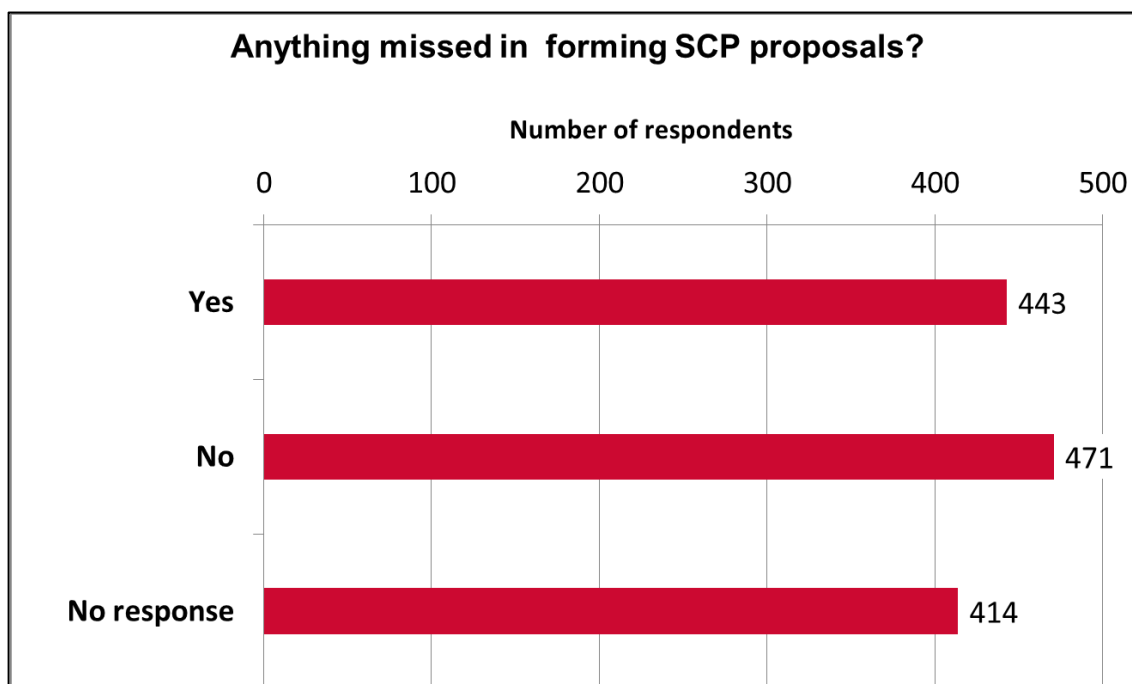


7.1.4 Other issues relevant to the proposed SCP changes

The survey asked “Is there anything we have missed when forming these proposals?”

914 (69%) of the respondents to the School Crossing Patrols survey answered this question, with 443 (48%) stating ‘Yes’ and 471 (52%) saying ‘No’.

Figure 24: Views on whether anything was missed in the SCP proposals



542 respondents provided free text responses identifying things the proposals do not address.

381 (70%) of the comments identified issues that they felt were missed when making our decision for specific sites:

- 86 (16%) of the comments identified that the SCP was needed at their site due to the high volume of traffic.
- 65 (12%) of the comments identified site specific safety issues that make safe crossing difficult e.g. blind corners.
- 64 (12%) of the comments noted that speeding was an issue around their site.
- 62 (11%) of the comments noted that vehicles would frequently ignore crossings at their site.
- 44 (8%) of the comments noted that the number of HGVs was an issue at their site.
- 33 (6%) of the comments noted that dangerous parking was an issue at their site.
- 27 (5%) of the comments noted that there had been accidents at their site.

63 (12%) of the comments identified issues that they felt were missed when forming our proposals in general:

- 41 (8%) of the comments identified that child safety and accident prevention should be the highest priority.
- 8 (1%) of comments suggested that the high volume of traffic would be an issue if SCPs are discontinued.
- 7 (1%) of comments suggested that the proposals did not accurately reflect the speed of many drivers around schools.

- 6 (1%) of comments suggested that safety issues that made crossing dangerous had not been sufficiently taken into account.
- 1 (0.2%) comment suggested that there should be an assessment for the potential of increased walking to school in the future.

7.1.5 Ideas to compensate for loss of a SCP

645 respondents provided suggestions for things that could compensate for the loss of a School Crossing Patrol.

291 (45%) of the comments were suggestions of engineering solutions to mitigate for the loss of SCPs.

- 162 (25%) suggested an engineered crossing
- 42 (7%) suggested traffic calming
- 28 (4%) suggested traffic lights
- 23 (4%) suggested cameras
- 36 (6%) suggested other engineering solutions

102 (16%) of the comments suggested that volunteers could provide the school crossing patrols.

62 (10%) of the comments suggested that we should improve teaching of road safety in order to mitigate the loss of the SCPs.

38 (6%) of the comments suggested that 20mph limits be strictly enforced around schools.

37 (6%) of the comments suggested having more frequent police patrols and stricter traffic policing around schools.

27 (4%) suggested that schools could provide their own SCP.

14 (2%) proposed that we discourage driving to school, including having car free or restricted zones around schools at opening/closing times.

9 (1%) suggested that businesses could sponsor patrols and crossings.

There were 180 comments requesting that the council does not cut the SCPs. These were provided in the free text responses for both questions 'Other issues relevant to the proposed SCP changes' and 'Ideas to compensate for loss of a SCP'. This represents 15% of the 1,187 comments provided across both questions.

7.1.6 Volunteering to help with Community SpeedWatch

The survey asked if respondents would consider volunteering to help with Community SpeedWatch in their local area (approximately six sessions per year).

978 (74%) respondents answered the question, of whom 185 (19%) said 'Yes they would consider helping with Community SpeedWatch', and 793 (81%) said they would not (Figure 25).

7.1.7 Pledges to drive within 20mph speed limit

1,107 (83%) respondents answered the question "Would you be prepared to pledge to drive within the 20mph speed limit?" 650 (59%) said they would pledge to drive at 20mph, 154 (14%) said they would not and 303 (27%) stated that they did not drive (Figure 26).

Figure 25: Potential volunteers with Community Speedwatch

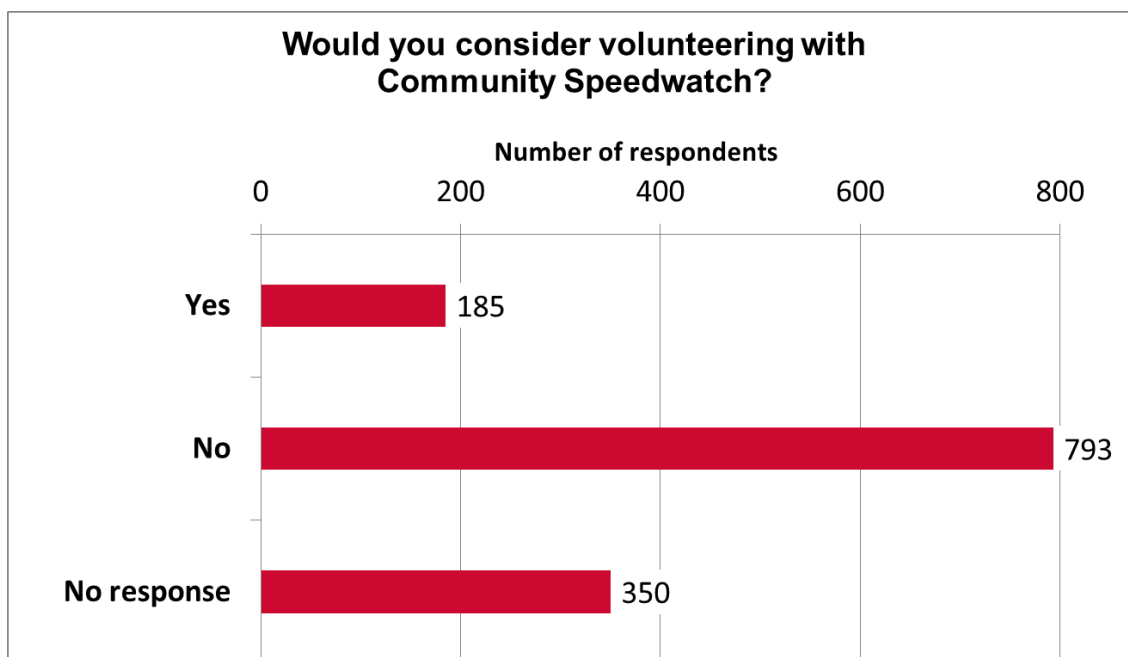
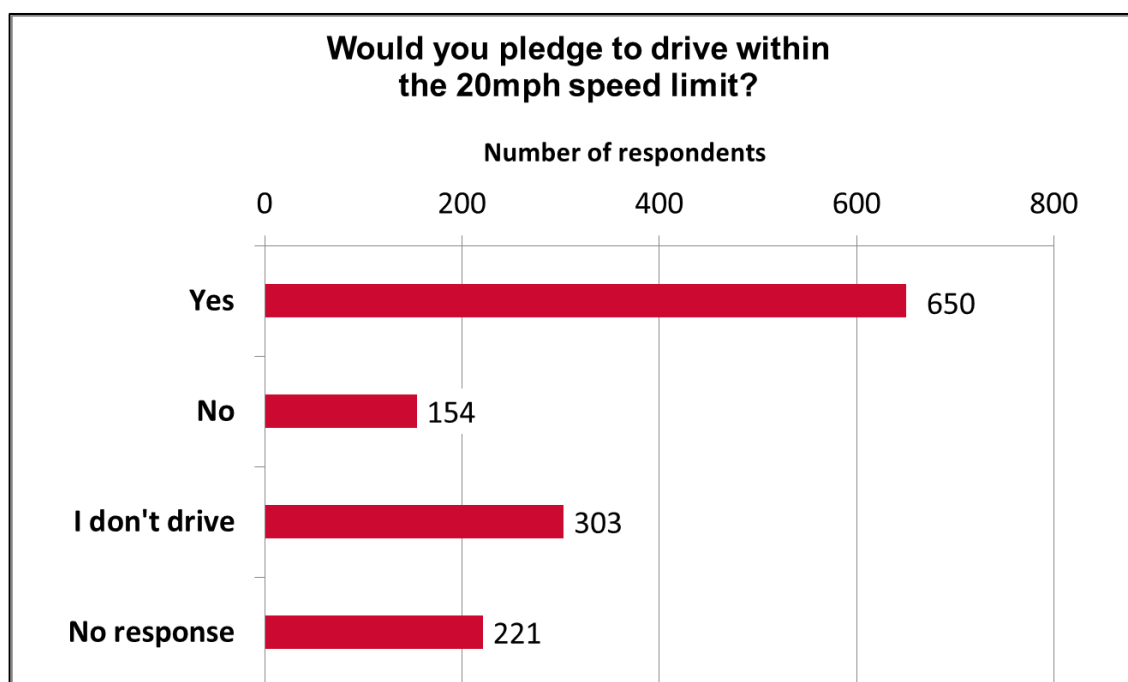


Figure 26: Pledges to drive within 20mph speed limit



7.2 SCP comments at the public meetings

7.2.1 Q&A discussion

Of the 214 questions and comments submitted for the eight public events, seven (3%) related to the proposals for School Crossing Patrols.

- 3 were based on problems in specific geographical locations.
- 2 stated that this budget should not be cut at all.
- 1 raised concerns around children’s safety.
- 1 was concerned about drivers’ behaviour that would not be addressed if the proposals went ahead.

7.2.2 Roundtable discussions

There were a total of 30 comments on SCPs from the roundtable sessions across all of the eight public events.

Other issues to consider in forming the SCP proposals

In response to 'Is there anything we have missed when forming these proposals?':

- 11(37%) of the comments requested that we do not cut SCPs;
- 7 (23%) of the comments identified that SCPs were needed at specific sites due to how potentially dangerous the roads are. The service will consider all of these in detail;
- 3 (10%) of the comments contested the data and rationale for cutting SCPs. 2 (6%) of these said that casualty data was not relevant to the decisions on which SCPs to remove.

Ideas to compensate for loss of a SCP

10 (33%) of the comments were proposals for mitigation against the loss of SCPs.

- 6 (20%) suggested that volunteers could run the SCPs.
- 2 (7%) suggested an engineered crossing.
- 2 (7%) suggested that there should be stricter enforcement of traffic laws.
- 1 (3%) suggested traffic calming.
- 1 (3%) suggested that SCPs should be taken over by the schools.

7.2.3 Suggestions boxes

One suggestion/ comment was submitted which relates to school crossing patrols.

Event	Suggestion
Shirehampton Public Hall 24/07/2017	Cutting of school cross patrols i.e. Brentry Primary school is the only one left in the area. There is no zebra crossing or pelican lights outside the school. This is in Henbury and Brentry area but I was too late to get back for meeting in Greenway Centre

7.3 SCP comments at service-led meetings

There were no service-led meetings for the SCPs consultation.

7.4 Feedback from ward councillors and MPs

7.4.1 Councillor/MP feedback on behalf of their ward residents;

Kerry McCarthy MP submitted two emails on behalf of constituents raising concerns, asking for clarification about the proposals to discontinue, and making the case to retain SCPs at the following crossing sites:

- Site 7 near Begbrook Primary Academy;
- Sites 16 and 17 near Chester Park Infant and Junior School.

7.5 SCP consultation – petitions

Two petitions were initiated in response to the SCP consultation proposals.

7.5.1 Formal petition submitted to BCC during the consultation period

Petition by The Friends of Chester Park Infant School and The Friends of Chester Park Junior School

The petition was formally submitted for consideration as part of the 'Your Neighbourhood' consultation on 27 June 2017.

<p>Petition name: School Crossing Patrols</p>
<p>Petition proposal: Petition to Bristol City Council – School Crossing Patrols</p> <p>We, the undersigned, call on Bristol City Council to retain the School Crossing Patrols (SCP's) which cover the junctions of;</p> <ul style="list-style-type: none"> • Ridgeway Road/Lodge Causeway (site17) • Goodneston Road/Lodge Causeway (site 16) <p>The following points summarise the reasons for this petition. Further information is provided in the attached letter.</p> <ul style="list-style-type: none"> • These junctions are extremely busy and hazardous, with high volumes of traffic. • Ridgeway Road is used as a “rat run” for motorists heading to and from Bristol City Centre and the M32, trying to avoid the traffic lights and congestion on Fishponds Road. • The area is surrounded by industrial estates and units, resulting in high volumes of Heavy Goods Vehicles turning into these junctions. • Lodge Causeway is on the main route for ambulances travelling to and from Cossham Hospital and Southmead Hospital, many of which travel under siren, above 20mph speed limit. • In order to cross the junctions, individuals must be aware of traffic coming from four different directions. • SCP's build important relationships with the children and their families, gaining trust. • SCP's help children cross the junctions safely, confidently and independently. • SCP's help to slow traffic & make motorists more aware of pedestrians. • SCP's help to monitor & prevent dangerous and illegal parking around junctions.
<p>Lead petitioner: Jan Edwards, on behalf of The Friends of Chester Park Infant School and The Friends of Chester Park Junior School.</p>
<p>Number of signatures by end of 5 Sept: 616 paper</p>
<p>Start date: Not stated</p>
<p>Closing date: 27/06/17</p>

7.5.2 Other petitions – noted but not submitted as part of consultation

Petition relating to the SCP for Hillcrest Primary

An online petition relating to the SCP for Hillcrest Primary was launched on the change.org website in January 2017 or earlier. It is inferred that this was launched in response to proposals in the Corporate Strategy consultation during Autumn 2016 or the council's budget papers for 2017/18. The webpage states that the petition will be delivered to Bristol City Council, but it was not formally received during the 'Your Neighbourhood' consultation period.

This consultation is noted, but not treated as a formal submission to the consultation.

<p>Petition name: Save our Wells Rd Lollipop person</p>
<p>Petition proposal: It's crazy and surely no one would be so daft as to think that the Wells Road is safe enough to make our lollipop person redundant...?!</p> <p>However that is what is being proposed (!). I am sure you have heard that they are cutting funding for lollipop men and women (it's bonkas!) and Paul received a letter over the weekend warning that many of them will be made redundant across Bristol.</p> <p>Hopefully any Lollipop person deemed neccesary [sic] will be allowed to stay (for now).</p> <p>Having seen Paul (wearing a high viz and carrying a large lollipop) be clipped more than once I know for sure that without a lollipop person the wells road crossing would be an accident waiting to happen.</p> <p>Please sign this petition to let Bristol City Council know how important a safe crossing point on the Wells Road is for us.</p> <p>Thanks all.</p>
<p>Lead petitioner: Jennifer Chequer</p>
<p>Number of signatures by end of 21 Sept: 518 online</p> <p>(The change.org website does not show the dates when signatures were submitted and it is not possible to identify the number of signatures on received by the close of the consultation on 5 September 2017).</p>
<p>Start date: January 2017</p>
<p>Closing date: Not stated</p>

7.6 SCP consultation - other correspondence

School Crossing Patrols – other correspondence

In addition to the two emails from Kerry McCarthy MP (described in section 7.4), comments and suggestions were received from organisations and individuals via 26 emails, letters and telephone conversations. 25 of these focussed on 14 schools and one was applicable to SCPs provision in general. Of these:

- Nine calls and emails were received from school staff;
- seven were received from SCPs;
- nine submissions were received from members of the public, of which five were from parents or grandparents of children attending the nearby schools; and
- one was submitted by a campaign group.

All the responses were opposed to removing School Crossing Patrols citing safety concerns as the primary reason. There were two comments relating to the consultation itself; one raising issue with its timing during the summer school holidays and one asking for more help communicating the proposal with parents whose first language may not be English.

Direct communications with school staff and SCPs

Table 10 lists the correspondence received and the SCP site to which each relates.

Table 10: Other correspondence relating to the School Crossing Patrols proposals

Site number / school	SCP/ School/ Public	Call	Email	Theme
Site 3.1/3.2 Ashton Gate Primary	Public (parent)		✓	Other site specific feedback
Site 7 Begbrook Primary Academy	SCP	3no.		Other site specific feedback
Site 7 Begbrook Primary Academy	School (Head)	✓	✓	Enquiry about the PV2 assessment.
Site 9 Brentry Primary	SCP	✓		Other site specific feedback
Site 14 Cabot Primary	School Business Manager		✓	Disappointment at proposal to discontinue SCP. Accessible formats for survey.
Site 16 & 17 Chester Park Infant/Junior	Friends of Chester Park Infant School and Junior School		✓	Other site specific feedback
Site 22 Four Acres Academy	School	✓		Concerns about the validity of the vehicle/pedestrian counts (site specific)
Site 22 Four Acres Academy	School (Academy Business Manager)		2no.	Concern about assessment. Other site specific feedback. Ideas for something different
Site 32 Hillcrest Primary	Public (parent)		✓	Other site specific feedback
Site 32 Hillcrest Primary	Public (parent)		✓	Other site specific feedback

Site number / school	SCP/ School/ Public	Call	Email	Theme
Site 32 Hillcrest Primary	Public (grandparent)		✓	Other site specific feedback
Site 32 Hillcrest Primary	Public		✓	Other site specific feedback
Site 32 Hillcrest Primary	Public		✓	Ideas for something different
Site 33 Holy Cross Catholic Primary	School Business Manager		✓	Concerns about the validity of the vehicle/pedestrian counts (site specific)
Site 51.1/51.2 Parson Street	SCP	✓		
Site 55 School of Christ The King	SCP		✓	Concerns about the validity of the vehicle/pedestrian counts (site specific)
Site 55 School of Christ The King	School (Head)		✓	Other site specific feedback
Sites 58 & 59.1 59.2 St. Annes	Public		✓	Other site specific feedback
Site 61 St. Bernadette RC Primary	Public (parent)	✓		
Site 65 St. Philip's Marsh Nursery	School (Head)		✓	Other site specific feedback
Site 66 Stoke Park Schools	SCP	✓		Other site specific feedback
All Sites	Public		✓	Mitigation – suggestion for trial of new form of engineered crossing

Table 10 does not include correspondence from MPs. This is reported in section 7.4.

Direct communications with school staff and SCPs

The nine calls and emails received from school staff and seven from SCPs addressed SCP sites for nine schools (See Table 10). Of the comments raised:

- Six expressed concern that children would be put at risk by withdrawal of the SCPs;
- Three expressed concerns about the impact of the proposals on their jobs as SCPs. One SCP stated that they would be willing to continue to help children cross the road as a volunteer;
- Three felt the mechanism for assessing need for an SCP (PV2 assessment) was not adequate or requested a reassessment due to atypical factors in the area at the time of the traffic and pedestrian counts;
- Two requested more information about the PV2 assessment and the school's specific score;
- One was unhappy with the timing of the consultation straddling the school summer holiday; and
- One identified language challenges of some parents at the school.

Responses from members of the public regarding School Crossing Patrols

The nine responses from members of the public were emailed to the Road Safety team, the consultation email addresses or the Mayor's office. Of the comments raised:

- Seven expressed concern about children's safety if the crossing is withdrawn, some citing site- specific hazards. Of these three felt the SCP is needed on an existing engineered crossing;
- Two requested details of the traffic and pedestrian counts or incident records that were used in the assessment of need used to develop the proposals.
- One suggested a trial of wider zebra crossings with hatchings on either side which would enable more children to cross at one time.

Response from a campaign group regarding School Crossing Patrols

There was one response from a campaign group. This came from Friends of Chester Park Infant School & Junior School.

They commented that the roads by the school are too busy and are a rat run which is dangerous for children. The school is growing which makes the problem worse. There are a lot of HGVs due to industrial areas surrounding the crossing and School Crossing Patrols help to slow traffic. School Crossing Patrols help monitor dangerous parking and removing these would put children in harm's way.

This group also submitted a petition; details of this can be found in section 7.5.

8 Withdrawal of funding for Neighbourhood Partnerships - consultation feedback

8.1 Neighbourhood Partnerships survey results

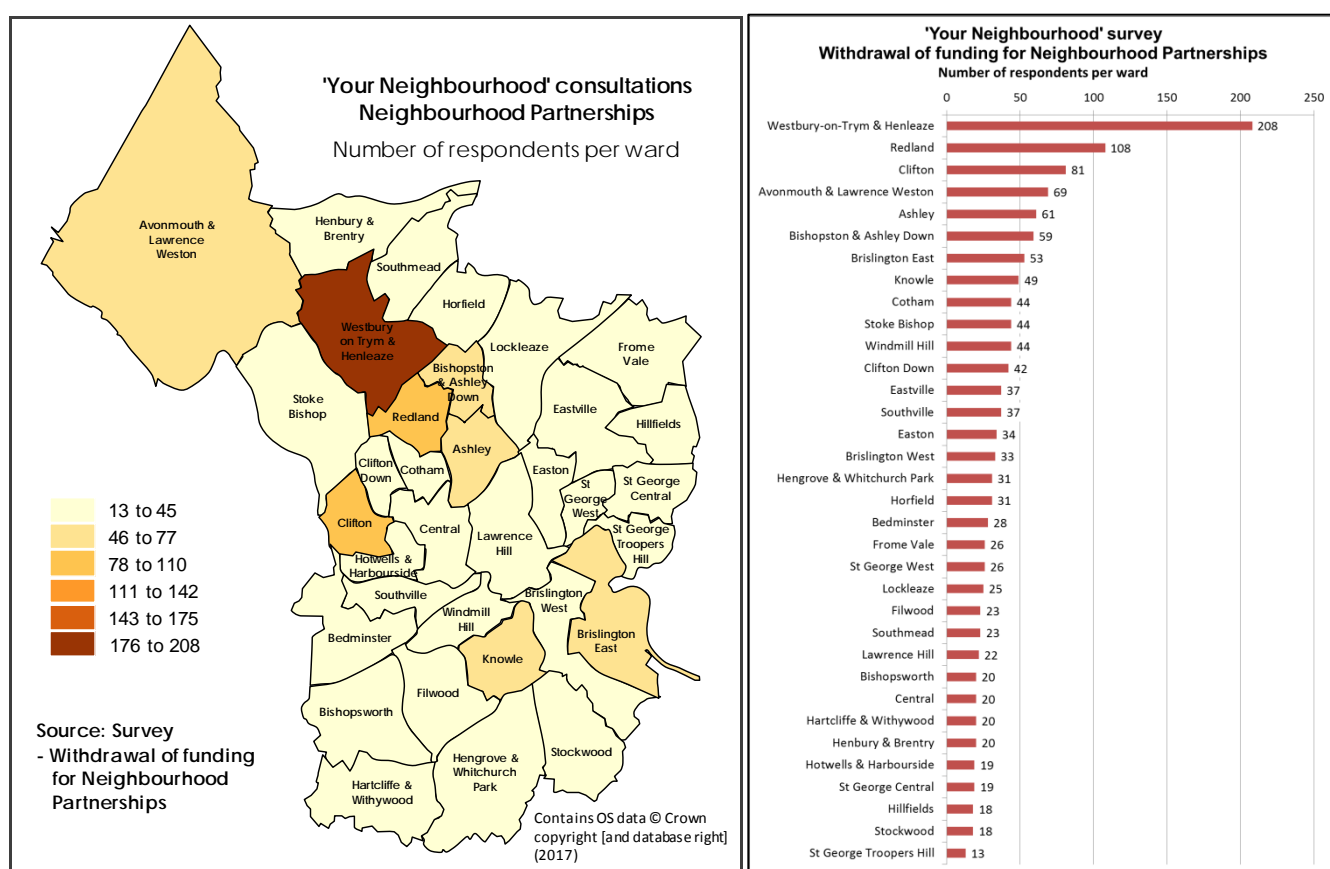
8.1.1 Neighbourhood Partnerships response rate and geographical distribution

Of the 3,749 responses to the 'Your Neighbourhood' survey, 1,443 (38%) included a response to the consultation on Withdrawal of Funding for Neighbourhood Partnerships.

1,405 (97%) of the Neighbourhood Partnerships responses, were from postcodes within the Bristol City Council area, 22 (2%) were from postcodes in North Somerset, B&NES or South Gloucestershire and 16 (1%) postcodes were from further afield or were unidentifiable.

The geographic distribution of responses to the consultation on Withdrawal of Funding for Neighbourhood Partnerships, from addresses within Bristol, is shown in Figure 27.

Figure 27: Distribution of Bristol responses to Neighbourhood Partnerships survey



8.1.2 Respondent characteristics for the Neighbourhood Partnerships consultation

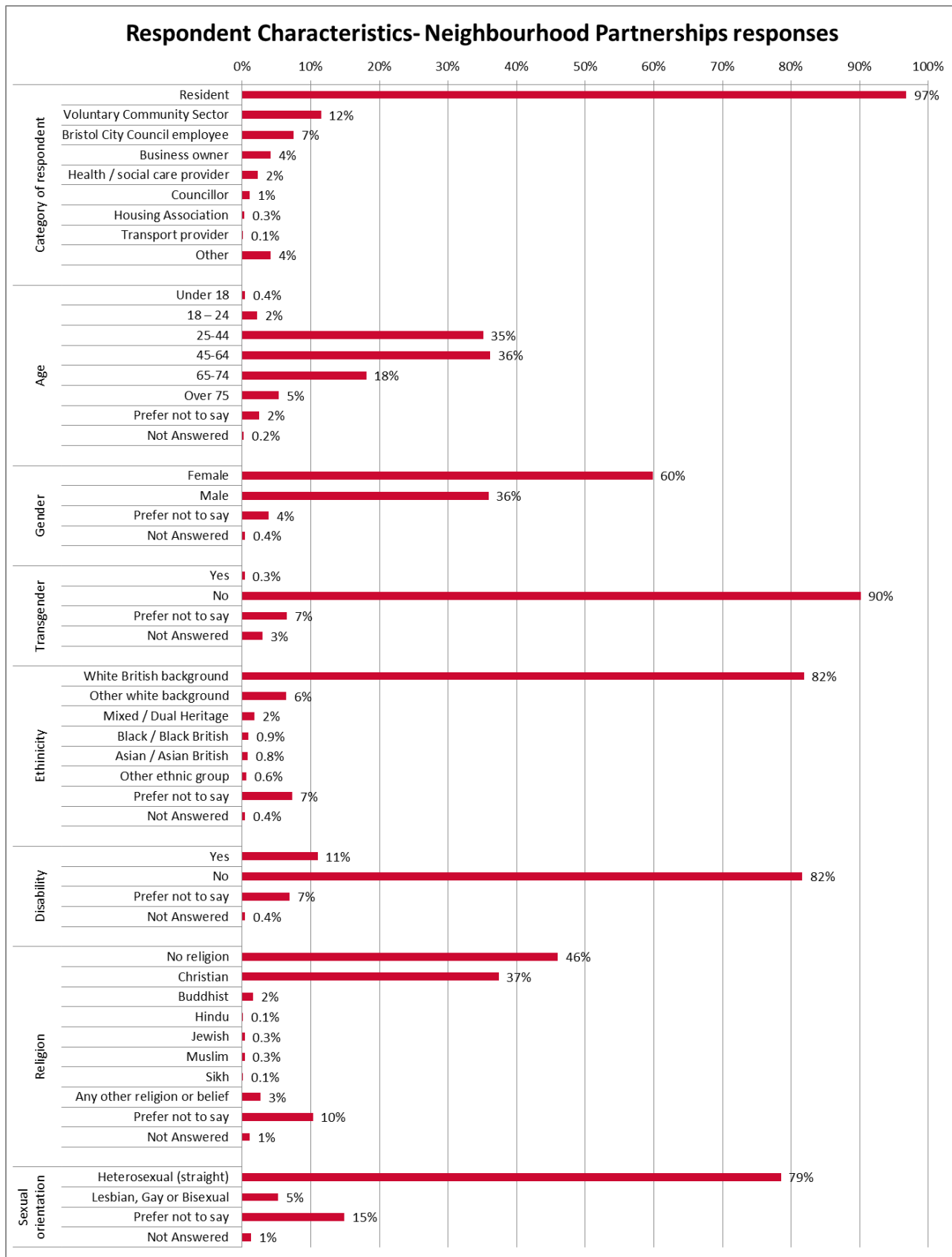
1,439 (99.7%) of the 1,443 respondents to the Neighbourhood Partnerships survey answered the question "I am interested in the budget consultations because I am a ..."

- 1,397 (97%) Neighbourhood Partnerships respondents identified as residents.
- 166 (12%) identified themselves as members of the Voluntary/Community Sector.
- 108 (7%) work for Bristol City Council.
- 59 (4%) are business owners.
- 32 (2%) are health / social care providers.
- Four (0.3%) Neighbourhood Partnerships respondents did not identify a role/interest⁹.

⁹ Totals for all categories exceed the number of respondents because respondents could tick all that apply.

The Neighbourhood Partnerships consultation includes a higher proportion of respondents who have a role in the Voluntary Community Sector; 12% compared to 7% in the combined 'Your Neighbourhood' responses. There is a slightly higher proportion of Neighbourhood Partnership respondents who are residents (97%) compared to 94% for the combined 'Your Neighbourhood' survey. Figure 28 provides a full breakdown of respondent characteristics for the Neighbourhood Partnerships survey.

Figure 28: Characteristics of respondents to the Neighbourhood Partnerships survey



The Neighbourhood Partnerships respondents include slightly higher proportions in the age groups 25-44 and 45-64, compared to the combined 'Your Neighbourhood' responses. There is a lower proportion aged over 75 (5% for Neighbourhood Partnerships compared to 9% for all respondents).

Male respondents are slightly less under-represented at 36% for the Neighbourhood Partnerships survey, compared to 32% for the combined responses. 60% of Neighbourhood Partnership respondents are female. There are similar response rates for disabled people.

There are slightly more Neighbourhood Partnership respondents who have no religion and slightly fewer who identify as Christian, compared to the combined respondents. In other respects, religion and ethnicity of Neighbourhood Partnership respondents is similar to overall 'Your Neighbourhood' respondents, with Black/Black British, Asian/Asian British respondents and people who identify their religion as Muslim being under-represented.

8.1.3 Funding independent community meetings

1,302 (90%) of the 1,443 people who responded to the Neighbourhood Partnerships consultation gave their views on whether the council should in future fund independent community meetings. Of these, 891 (68%) want funding for community meetings and 411 (32%) stated their area does not need meetings.

8.1.4 Community project funding

1,332 (92%) of the respondents to the Neighbourhood Partnerships survey offered their opinion on whether the council should make community project funding available for local community activities. Of these, 1,082 (81%) agree with project funding for local community activities and 250 (19%) stated their area does not need the council to fund local projects.

8.1.5 Influencing decisions about how to spend Community Infrastructure Levy (CIL)

1,302 (90%) of respondents to the Neighbourhood Partnerships consultation stated whether they would be interested in influencing how the local element of CIL funding is spent. 956 (73%) would be interested influencing CIL spending and 346 (27%) would not.

The survey asked respondents to select up to two options for the best way for them to influence how CIL is spent. Of 1,675 answers, the two most popular were 'local community meetings' (41% of responses) and 'online survey or discussion forum' (35%). Social media was popular with 15% and council committee meetings with only 7%.

3% of respondents selected 'other' options and there were 78 free text responses specifying other ways to influence how CIL is spent. Of these:

- 23 (29%) suggested that it should be done through community meetings.
- 17 (22%) suggested offline communication methods (meetings, paper-based, using libraries to disseminate information).
- 12 (15%) suggested digital communication methods.
- 6 (8%) suggested working collaboratively with councillors.

8.1.6 Preferred CIL committee option

The survey asked if respondents have a preference for how councillors will make decisions about CIL funding based on what the community says are the local priorities. Three options were proposed for CIL committees covering different areas of the city.

1,284 (89%) of respondents answered the question. The most popular option was Option 1: six area-based committees (the 'most local' option proposed) with 540 (42%) of responses. The other two options received lower support. Option 2: 4 area-based committees was selected by 172 (13%) respondents and Option 3: one city-wide CIL committee by 184 (14%). 311 (24%) respondents did not have a preference.

There were 143 total free text responses to this question.

56 (39%) comments stated a preference for smaller area-based committees than those offered in the consultation.

18 (13%) of the comments said that decisions should be made directly via councillors.

11 (8%) of the comments did not want BCC to go through with these changes.

10 (7%) of the comments preferred we take a centralised approach to funding.

7 (5%) said that the community should have the biggest say.

8.1.7 Other ways for the council to work with communities and support community action

There were 444 free text responses to this question.

83 (19%) of the comments recommended that the council improve its engagement with communities.

47 (11%) of the comments suggested that councillors should be responsible for directly engaging with their communities.

43 (10%) of the comments suggested that the council should provide financial support to communities/community groups.

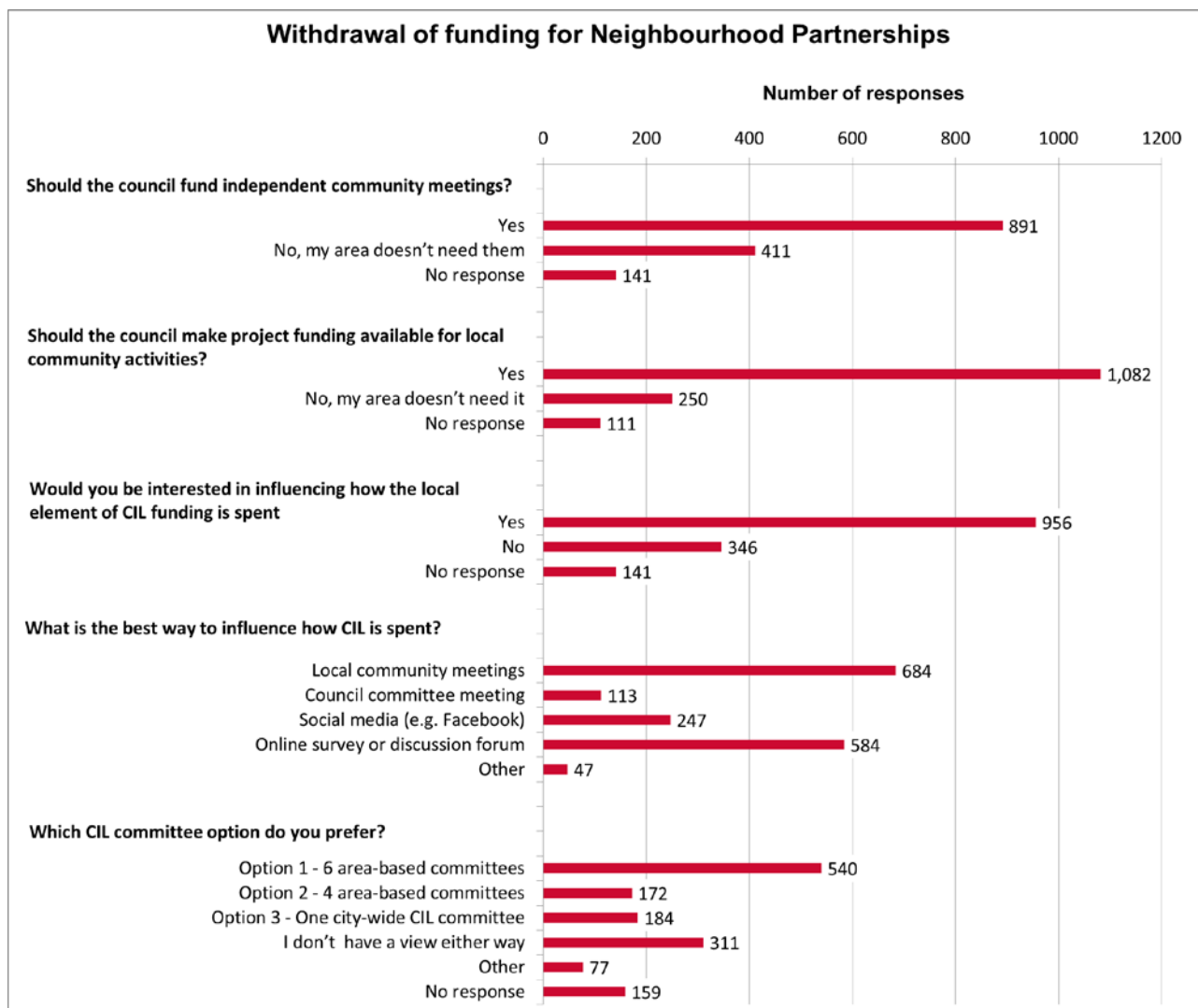
37 (8%) of comments suggested that the council should keep funding Neighbourhood Partnerships.

36 (8%) of the comments suggested that the council should make use of digital methods (e.g. social media) to work with communities.

19 (4%) of comments suggested stopping Neighbourhood Partnership funding altogether.

11 (2%) of the comments recommended that the council encourage volunteering.

Figure 29 illustrates the responses to the Neighbourhood Partnerships consultation
Figure 29: Summary of responses to Neighbourhood Partnerships consultation



8.2 Neighbourhood Partnerships-related comments at the public meetings

8.2.1 Q&A discussion

Of the 214 questions and comments submitted for the eight public events 15 (7%) related to the proposals for withdrawal of funding for Neighbourhood Partnerships. All percentages in this section are a proportion of the 15 Neighbourhood Partnership-related questions/comments.

The 15 questions covered the following topics.

- 4 (27%) asked how Community Infrastructure Levy (CIL) would be affected by the proposals.
- 6 (40%) asked how the council would communicate with locals without Neighbourhood Partnerships.
- 2 (13%) asked how the community grants would be decided without Neighbourhood Partnerships.
- 3 (20%) asked if Parish Council's had been considered as an option instead of Neighbourhood Partnerships.

8.2.2 Roundtable discussions

There were a total of 49 comments on Neighbourhood Partnerships from the roundtable sessions across all eight public events.

7 (15%) of comments were about CIL:

- 2 (4%) said that the areas needed to be smaller
- 2 (4%) were questions about CIL
- 2 (4%) said that we need to ensure that local people have input in how the money is spent
- 1 (2%) was positive about CIL.

7(15%) of the comments suggested that communities needed forums for engagement.

7 (13%) of the comments stated that BCC officer support was needed by the local groups.

6 (13%) of the comments were positive about Neighbourhood Partnerships.

6 (13%) of the comments suggested that BCC should support communities in taking over services.

5 (10%) of the comments were about the need for a fairer distribution of funding throughout the city.

3 (6%) of the comments were negative about Neighbourhood Partnerships.

2 (4%) of the comments stated that people would not want to volunteer to take over certain services, e.g. cleaning toilets.

2 (4%) of the comments suggested that the council should make use of digital methods (e.g. social media) to work with communities.

2 (4%) of the comments stated the need for actively engaged councillors.

1 (2%) of the comments proposed that local people should pay a contribution towards venue costs for meetings.

1 (2%) of the comments was concerned that councillors would not have the time to take on additional responsibilities.

8.2.3 Suggestions boxes

There were no suggestions/ comments submitted which relate to the proposals for Withdrawal of Funding for Neighbourhood Partnerships.

8.3 Neighbourhood Partnerships-related comments at service-led meetings

The following issues were raised at meetings held by the Neighbourhoods Service which relate to the consultation on Withdrawal of Funding for Neighbourhood Partnerships.

8.3.1 Meeting with Youth Council and Listening Partnership, 3 July 2017 at City Hall

Other ways to work with the Council

There was general agreement that they find the council confusing and there was confusion about what was being asked from the consultation.

Suggested methods of communication with young people were:

- email;
- social media (Facebook, Instagram were mentioned);
- issues could be debated through an online forum e.g. Reddit;

- face-to-face contact is important – but there was a view that young people didn't want to go to a meeting with lots of older people, so a smaller group that was specific to young people and organised in familiar places would be preferred. (NB This was trialled at the Sharing Best Practice event on 20 July and was successful).

One comment was to “put the money where it is needed, not in areas like Stoke Bishop but places like Hartcliffe”.

8.3.2 Bristol Ageing Better and BEING, 10 August 2017 at Broadmead Baptist Church

All present at the meeting agreed that CIL and neighbourhood budgets should continue and the best option to choose is to reduce the number of areas down to six.

Those attending agreed that one area of importance for the future structure of Neighbourhood Partnerships should be communications. The feedback was that the availability of grants and influence should be advertised, local newsletters are good but some are being cut and alternative methods are needed for delivering information to those not online e.g. older people.

Concerns were raised about the impact of Neighbourhood Partnerships being cut, primarily that there would be nowhere else to go with local issues and that ringing the council doesn't work. A concern was also raised about how local representation could be made equal across the city and how would councillors be held to account for their levels of activity or lack of it.

Other comments made in relation to the proposals included:

- The Council should not stand in the way of Neighbourhood Partnerships operating;
- Communities need more local structures as opposed to centralised ones;
- CIL needs to help mitigate development in the local area and not across the city;
- CIL needs to be used to make the toilet facilities of local businesses accessible and open to all

8.3.3 BEING equalities groups, 16 August 2017, Unitarian Chapel in Brunswick Square

All present at the meeting agreed that use of CIL should be a local decision (6 CIL committees was preferred as the most local opportunity) and that the community should have a small grant fund.

8.3.4 Councillor engagement 17 July, 27 July, 7 August, 8 August

Issues raised are summarised in the following section on feedback from ward councillors.

8.4 Feedback from ward councillors

8.4.1 Councillor/MP individual feedback.

Themes raised during Councillor engagement on 17 July, 27 July, 7 August, 8 August 2017 were:

- Support for community funding including help with meeting costs;
- Support for targeting resources at the most deprived areas (specifically at the Local Super Output Areas (LSOAs¹⁰) which are in the 20% most deprived nationally);
- Wanting to see a fairer way of allocating CIL funding so that it can reach the areas that really need it;

¹⁰ In the UK, the Office for National Statistics defines a set of geographical areas to facilitate the calculation of the Indices of Deprivation 2004 and a range of additional Neighbourhood Statistics (NeSS).

- CIL committee areas - responses included:
 - local/ward level decision making and support for larger areas e.g. the six CIL areas proposed as the finest grain option in the 'Your Neighbourhood' consultation;
 - two councillors proposed moving Ashley ward into the Central/Easton/Lawrence Hill area.
 - one councillor proposed changing the boundary in the south as follows:
Area 5: Bedminster, Southville, Windmill Hill, Knowle, Brislington. West & Brislington East.
Area 6: Bishopsworth, Hartcliffe, Filwood, Hengrove & Whitchurch Park, Stockwood;
- Concerns about areas where there may not be existing community or voluntary organisations or critical mass of active residents interested in or able to organise a community-led network. Examples of such areas were Frome Vale and Hengrove and Whitchurch Park.

8.5 Neighbourhood Partnerships consultation – petitions

No petitions were received in response to the Neighbourhood Partnership consultation proposals.

8.6 Neighbourhood Partnerships consultation - other correspondence

In addition to the survey responses, two emails were received which included comments on the proposed Withdrawal of Funding from Neighbourhood Partnerships. These responses included feedback on multiple aspects of the 'Your Neighbourhood' proposals and are described in section 3.6.

There was no additional correspondence which focussed solely on the proposals for Neighbourhood Partnerships.

9 Results of 'Next Steps' section of the survey

9.1 Combined effects

9.1.1 Affected areas

The survey asked respondents to identify any parts of the city which they think would be particularly negatively affected by the **combined effects** of the proposed changes. To help with this, respondents could use an interactive on-line map to view the locations of the options they had selected - for example to understand locations where both libraries and public toilets might be closed.

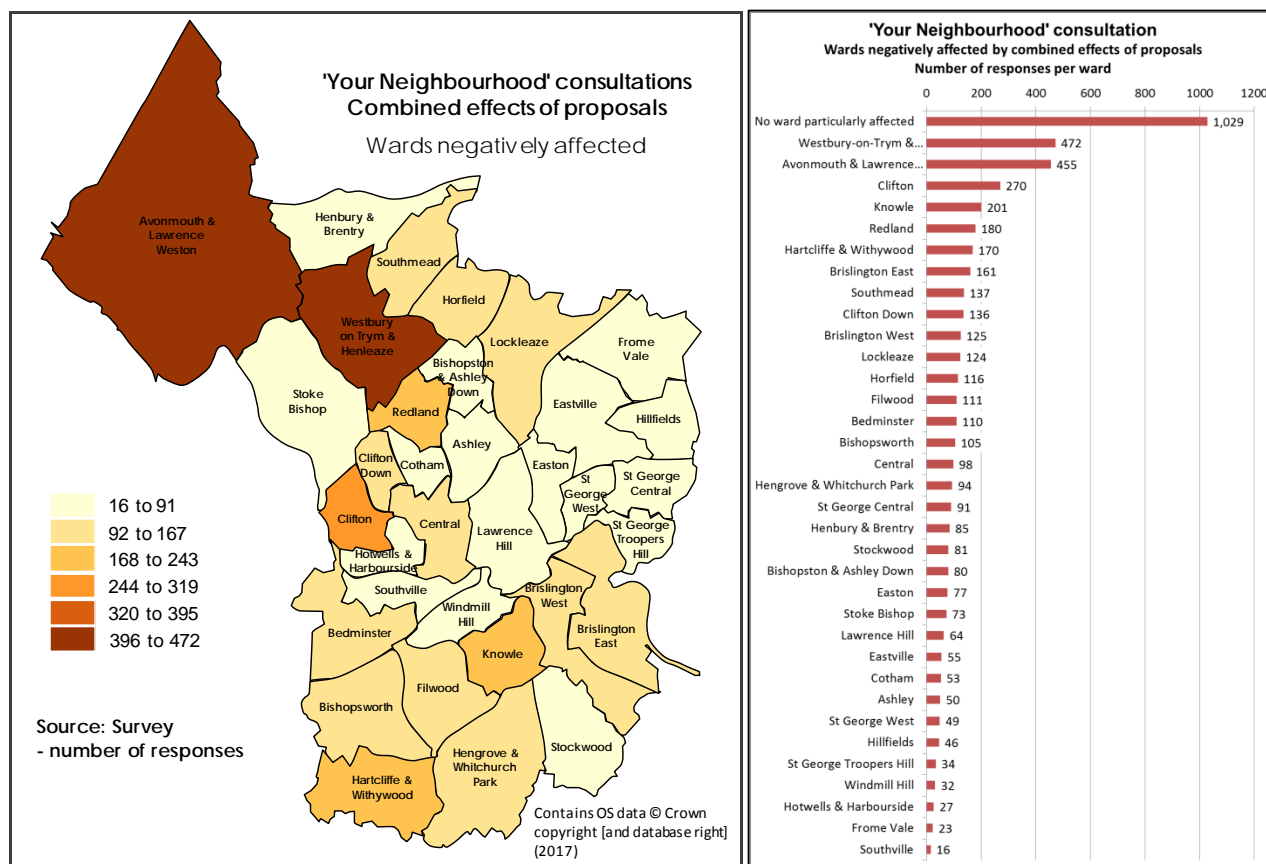
2,390 respondents identified parts of the city which they felt would be particularly negatively affected by the combined effects of the proposals. Each respondent identified up to three locations, making 5,030 locations in total. 80% of these responses identified specific wards. The wards where respondents said there would be combined impact are:

- Westbury-on-Trym & Henleaze – 9% of responses;
- Avonmouth & Lawrence Weston - 9%;
- Clifton – 5%;
- Knowle – 4%;
- Redland – 4%;
- Hartcliffe & Withywood – 3%;
- Brislington East – 3%.

The remaining 20% of responses stated that no ward would be particularly affected.

Figure 30 shows the wards which respondents felt would be particularly negatively affected.

Figure 30: wards which respondents felt would be particularly negatively affected



9.1.2 Comparison of affected areas and home location of respondents

Figure 31 compares the wards which respondents think would be particularly negatively affected (by the combined effects of the 'Your Neighbourhood' proposals) with the ward/district where respondents live (or work).

Figure 31: comparison of impacted wards identified by respondents and home location of respondents

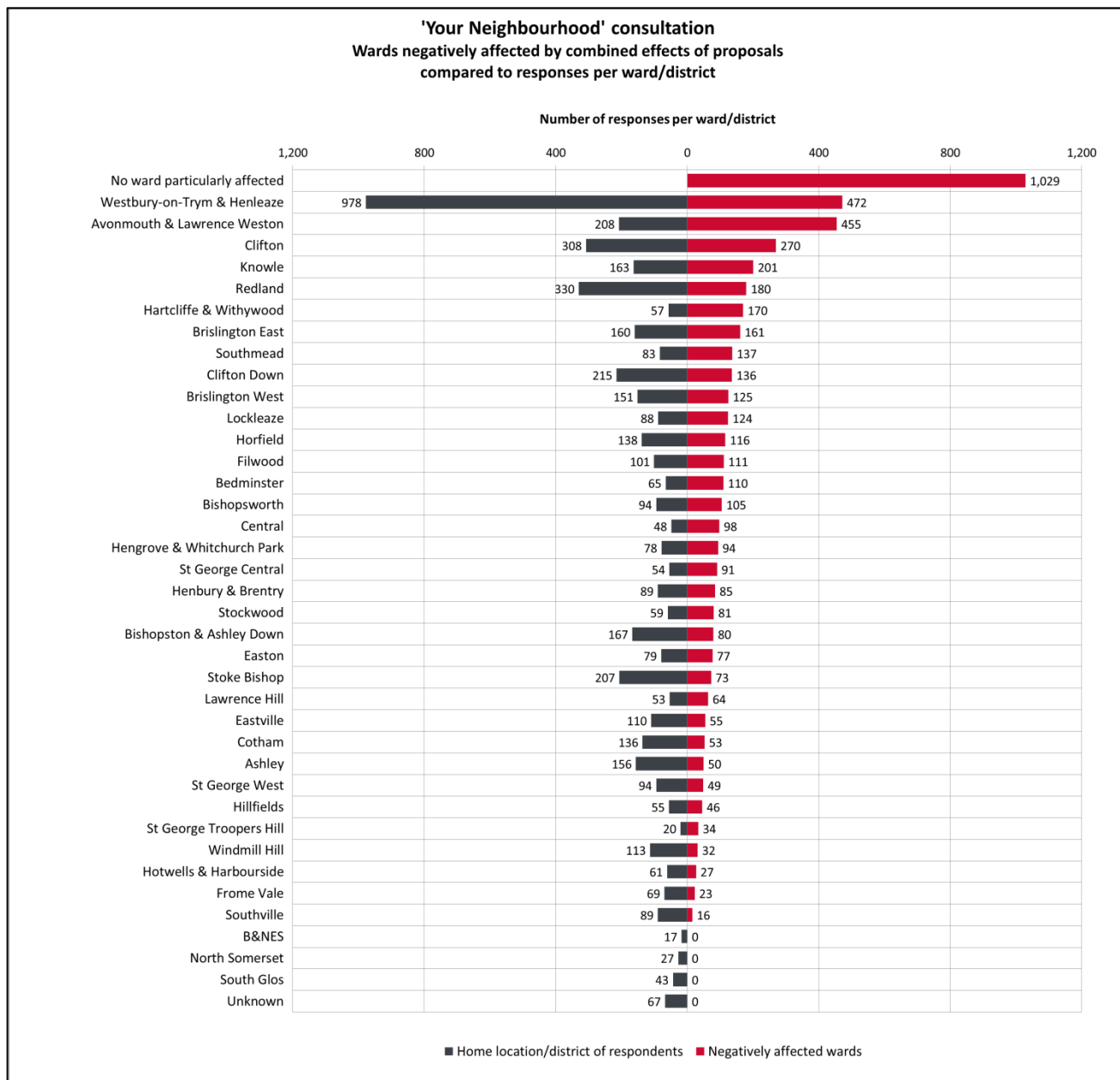


Figure 31 shows that there is a broad trend for wards with higher response rates to be identified as being more impacted; this can be interpreted as respondents feeling their own area to be most negatively affected. However, there are some significant exceptions to this trend which implies some wider agreement on the focus of impacts. These include:

- wards where significantly more people think that the ward will be impacted than the number of respondents from that ward; and
- wards where fewer people think the ward will be impacted than the number of respondents from that ward.

Wards where significantly more people think that the ward will be impacted than the number of respondents from that ward include:

- Avonmouth & Lawrence Weston (impact identified by 455; home to 208 respondents);
- Hartcliffe and Withywood (impact identified by 170; home to 57 respondents);
- Southmead (impact identified by 137; home to 83 respondents); and
- Lockleaze (impact identified by 124; home to 88 respondents);

Wards where fewer people think the ward will be impacted than the number of respondents from that ward include:

- Westbury-on-Trym and Henleaze (impact identified by 472; home to 978 respondents);
- Redland (impact identified by 180; home to 330 respondents);
- Clifton Down (impact identified by 136; home to 215 respondents);

9.1.3 Other survey comments about the combined effects of the proposals

This section summarises the comments about the combined effects of the proposals, provided in question 2 of the 'Next Steps' section of the survey.

There were 1,285 free text responses to the question on combined effects, representing 34% of the respondents to the 'Your Neighbourhood' consultation.

Of these, 790 (61% of the 1,285 comments) addressed the question of combined effects of one or more of the 'Your Neighbourhood' proposals. The remaining 495 (39%) were additional comments which focussed on one of the five consultations and did not directly address combined effects. These are described in section 9.2.

Impact on vulnerable groups

55 (4%) of the comments said that the proposed changes would adversely affect certain vulnerable residents including children, families on low incomes, older people and people with disabilities or mental health problems. A range of further issues were identified such as an increase in anti-social behaviour, unclean neighbourhoods, a lack of safety and social isolation, particularly for those who depend on using community resources such as libraries and public toilets.

Geographic impacts

119 (9%) of the comments related to geographical issues.

- 38 (3%) comments stated that all areas of Bristol would be negatively impacted by the proposed changes.
- 32 (2%) of the comments stated that the more deprived areas would be more adversely affected by the changes. 5 (0.4%) of comments said that less deprived areas should not be penalised.
- 44 (3%) of comments gave specific areas that would be most affected by the loss of services¹¹. Of these, Westbury was mentioned the most (9 comments), followed by South Bristol (6 comments) Brislington (6 comments), Clifton (4 comments), Sea Mills (3 comments) St George (3 comments) and North-West Bristol (3 comments).

¹¹ Note that respondents' views of which wards would be most affected by the combined effects of the 'Your Neighbourhood' proposals were provided by 2,390 respondents in response to Q1 of the Next Steps questions. These responses are summarised in section 9.1.3.

Infrastructure, transport and community cohesion

In total there were 170 comments that related to the following three areas:

- infrastructure concerns (51 comments; 4%);
- transport concerns (26 comments; 2%); and
- community cohesion (93 comments; 7%).

Infrastructure-related comments included concerns around Bristol as a desirable place to live or visit, worries around the lack of key services and the effect the cuts will have on businesses being located here.

Transport-related comments included certain wards feeling cut off, frustration with the MetroBus works which were perceived as not wanted in the first place and concerns around more homes being built, but with no additional parking provision.

Community cohesion concerns included objections to the council asking residents to volunteer, the loss of places for community-based activities and the potential increase of social division and inequality.

Income generation / reducing inefficiencies

There were 96 comments that related to income generation and saving money. These covered three areas:

- save money by cutting council inefficiencies/restructuring services (22 comments; 2%);
- raise taxes (23 comments; 2%); and
- generate new income (51 responses; 4%).

Money-saving ideas included suggestions that the allowances Councillors receive should be reduced or cut altogether, that large events which necessitate road closures should be minimised and projects such as the Arena and MetroBus should be scrapped.

23 (2%) of comments were positive to the idea of raising taxes as a way to counteract the potential reduction or closure of certain services. Suggested options included introducing a local income tax, students paying council tax and social care being funded through National Insurance contributions alongside central funding.

In terms of ideas for generating new income these included introducing a £10 voluntary annual membership to use library services and being more proactive about collecting overdue fines for books.

Community engagement

There were 49 (4%) comments relating to community engagement. People pointed out that the cuts will mean residents feel less engaged with the council. Suggestions included creating more youth clubs. 3 (0.2%) comments stated that there may have been a degree of digital exclusion in promoting the consultation since not everyone can afford the internet.

9.2 Additional comments in the 'Next Steps' section, which relate to specific proposals

This section describes the 495 comments in the free text responses about combined effects of the proposals, which focussed on one of the five consultations.

9.2.1 Specific comments relating to Bristol Community Links

There were 19 (1%) additional comments relating to Bristol Community Links. 16 of the comments were that the council should not cut this service.

9.2.2 Specific comments relating to Libraries

There were 461 (35%) comments that related to Libraries. These have been summarised under different themes below.

Impact on space

37 comments (3%) described residents' worries around libraries being sold off and being 'lost forever' to the community, the importance of libraries' role as meeting spaces for diverse groups of people and the potential to retain libraries as mixed-used buildings.

Computers

There were 11 (1%) comments relating to how useful it is having access to computers in the library as well as other services such as printing and photocopying.

Travel impacts

There were 59 (5%) comments regarding travelling to/from libraries and how this will be more difficult if your nearest library closes. Some respondents also commented on how costly it can be to use the bus in Bristol (which would serve as a further deterrent to people accessing libraries) and also how people having to drive further to reach a library would increase congestion and pollution.

Information

There were a further five comments (0.4%) which emphasised how useful libraries are as a source of information, their importance in distributing council information and that the council needs to communicate the changes to residents and staff properly.

Disadvantage

49 (4%) of the comments said that the library closures would disadvantage children and parents, 34 (3%) that it would disadvantage people living in deprivation, 27 (6%) that it would disadvantage elderly people, and 7 (2%) that it would disadvantage disabled people.

15 (3%) of the comments noted that the proposed options for library closures would leave many people having to travel too far to the nearest library.

The list of Bristol wards (which respondents were asked to use to identify combined effects of the proposals) does not mention Shirehampton. Six (0.5%) comments asked that ward boundaries are changed to reflect their area of residence.

Interventions

There were seven (1%) comments, which included suggestions such as extending the library service in Bristol to South Gloucestershire and noted the importance of libraries to new mothers with many comments urging the council not to close any libraries.

Other comments

There were 61 (5%) comments relating to the maintaining the status quo i.e. keeping specific libraries open. There were 24 (2%) comments about volunteers with many respondents offering to give up their time in order to keep some library services going. However, other respondents did not feel using volunteers was a good approach.

There were eight (1%) comments relating to Extended Access with most respondents saying it was a good way of keeping costs down. There were two (0.2%) comments regarding closing all the libraries with one person stating they are under-used anyway and another who felt that an online system could be a good substitute for the current service.

There were 11 (1%) comments about opening hours of libraries; some residents thought they should be more evenly distributed across the city and others commented that reducing hours would have an adverse effect on users.

There were four comments regarding salary cuts which covered concerns around what will happen to the current staff and suggestions of extending unstaffed access and using IT to deliver a lower cost library service.

There were 11 (1%) comments about income which covered ideas such as businesses sponsoring libraries, a tax on gambling outlets, combining forces with the universities in Bristol and the introduction of an annual library subscription. There was one comment relating to partners which suggested working with CILIP (the library and information association) better.

9.2.3 Specific comments relating to Public Toilets

Closure

There were 55 (4%) negative comments about the toilets proposals, urging the council not to close them. Many respondents described how public toilets make it possible for people to live independently, the resulting anti-social behaviour which they anticipate may result from their closure and how this would inconvenience older people or those with disabilities.

Toilets in parks and on the Downs

Toilets on the Downs (20 comments; 2%) and in parks (five comments; 0.4%) in Bristol were specifically mentioned, with 16 (1%) respondents raising the issue of the need for a toilet at the Suspension Bridge because it is a popular destination for tourists. It was stated that it would taint the reputation of the city if there were no public toilets near such an important landmark in the city. The lack of public toilets in parks was felt to be an inconvenience to families with young children who cannot be expected to wait until they get home.

Charging for toilets

There were 12 (1%) comments relating to ideas such as charging for toilets, collaborating with shopping centres and using volunteers to keep them open.

Impact on homeless people

There were two (0.2%) comments about homeless people and how closing public toilets will affect them; for example, they may not be welcome to use toilets in shops and there could be more toilet waste on the streets due to this.

Other comments included remarks about toilets in specific wards and also a request that event organisers consider them more.

Business Toilet Scheme

In relation to the Business Toilet Scheme, there were seven (1%) comments on topics including expectations of businesses that a purchase is made before being able to use their toilet and the additional difficulties that blind people might have in finding a toilet.

9.2.4 Specific comments relating to School Crossing Patrols

There were 31(2%) comments about School Crossing Patrols.

- 28 (2%) comments related to specific SCPs and the potential for accidents to happen without the patrols in place.
- One (0.1%) comment advocated volunteers to monitor the school crossings suggesting that schools can draw up a rota.
- One (0.1%) comment emphasised the benefit of having 20mph limits close to Hillcrest Primary school.
- One (0.1%) comment emphasised the need to educate children on safety.

9.2.5 Specific comments relating to Neighbourhood Partnerships

There were not many comments relating to the proposed Withdrawal of Funding from Neighbourhood Partnerships. Issues that were raised included the following:

- Five comments (0.4%) related to how useful Neighbourhood Partnerships were for local representation and informing residents and concerns about the negative impact of losing them;
- Four (0.3%) comments made the case for funding Neighbourhood partnerships to encourage local participation/ volunteering to mitigate other reductions in council services;
- One (0.1%) comment stated that Neighbourhood Partnerships should be retained, but run by volunteers;
- One (0.1%) comment said that local neighbourhood organisations need to be better at addressing deprived people in communities.

9.3 Social action and volunteering

1,654 (44%) respondents stated that they are interested in volunteering/social action. 2,095 (56%) are not interested.

2,087 (56%) respondents specified which tasks they would be willing to help with (Figure 32). This is more people than the number who said they were interested in volunteering¹².

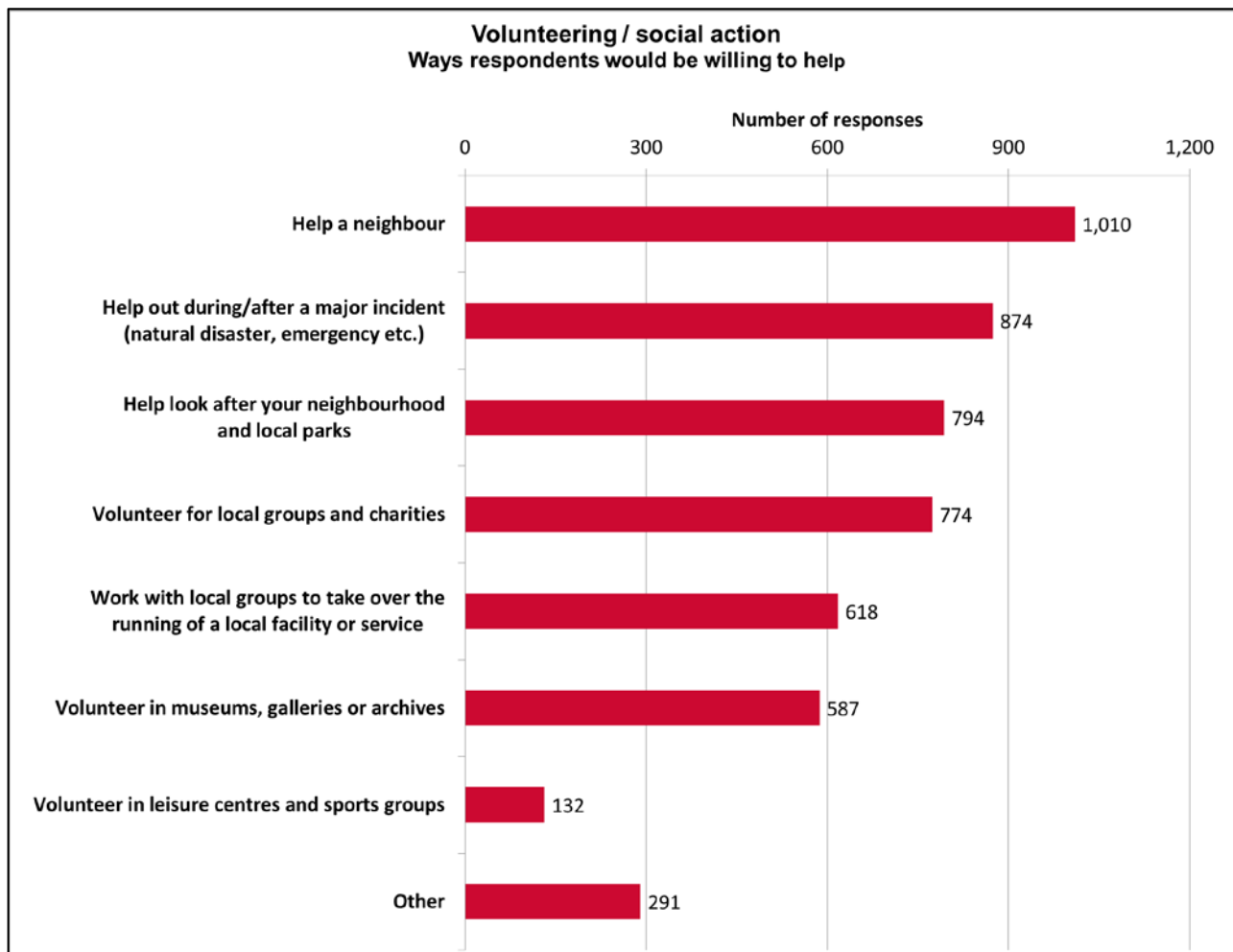
Helping a neighbour is the most popular option. Volunteering in leisure centres and sports groups is the least popular.

Of the 568 people who commented on 'other' volunteering activities, 279 (49%) specified that they already volunteer in a range of capacities from running community groups, acting as school governor or on PTA, working with established charities or food banks, helping with neighbours, helping with reading in schools or volunteering with a playgroup. 137 (24%) specified the activities they would do, of whom 90 (16%) stating that they would volunteer in libraries.

Not having enough time or having physical issues/disabilities was identified by 76 (13%) respondents as a barrier to volunteering or to volunteering more. 27 (5%) respondents stated that services should be provided by professionals, not volunteers.

¹² The number of responses exceeds the number of respondents because respondents could tick all options that apply.

Figure 32: Ways respondents would be willing to help



9.4 Communication with other people in your neighbourhood

Figure 33 shows how respondents like to communicate with other people in their neighbourhood. This is based on multiple options selected by 3,133 respondents.

The preferred method of communication is informally when people are out and about (30% of responses). There are similar levels of preference for the other three options:

- Community meetings/events (23%);
- Going along to local community spaces (22%);
- Social media e.g. Facebook, Twitter etc.(21%)

The ‘other’ category included via church, libraries, newsletters, noticeboards, neighbours and groups/classes.

9.5 Preference for engaging with the council

Figure 34 shows how respondents prefer to engage with the council. This is based on multiple options selected by 3,183 respondents.

The preferred methods of engagement are online surveys and email (40% of responses) and local meetings (31%). Council committee meetings are much less popular (8%). This closely matches the preferences in the Neighbourhood Partnerships question for influencing how CIL funds are spent.

The ‘other’ category included via councillors, by phone, in writing, in libraries, officer visits and Neighbourhood Partnerships.

Figure 33: How people like to communicate in their neighbourhood

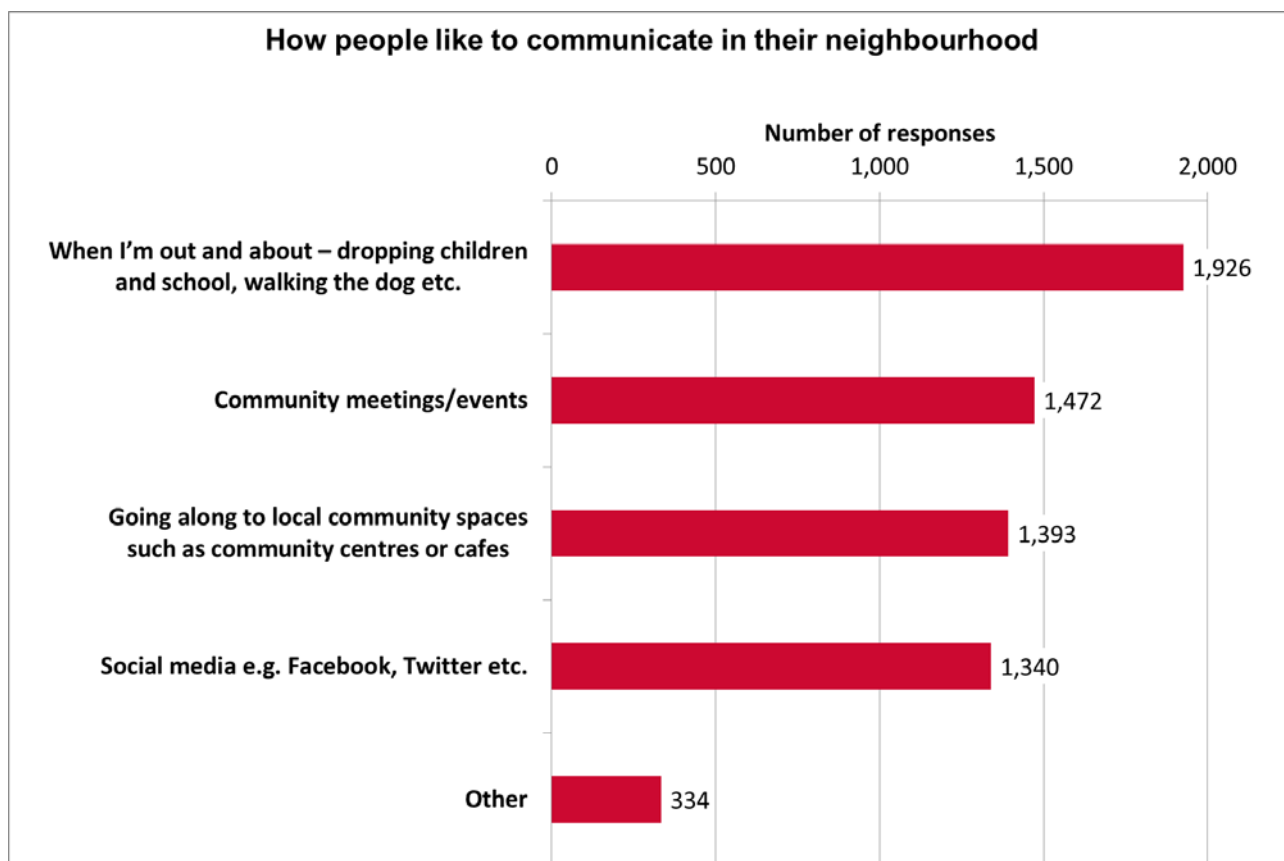
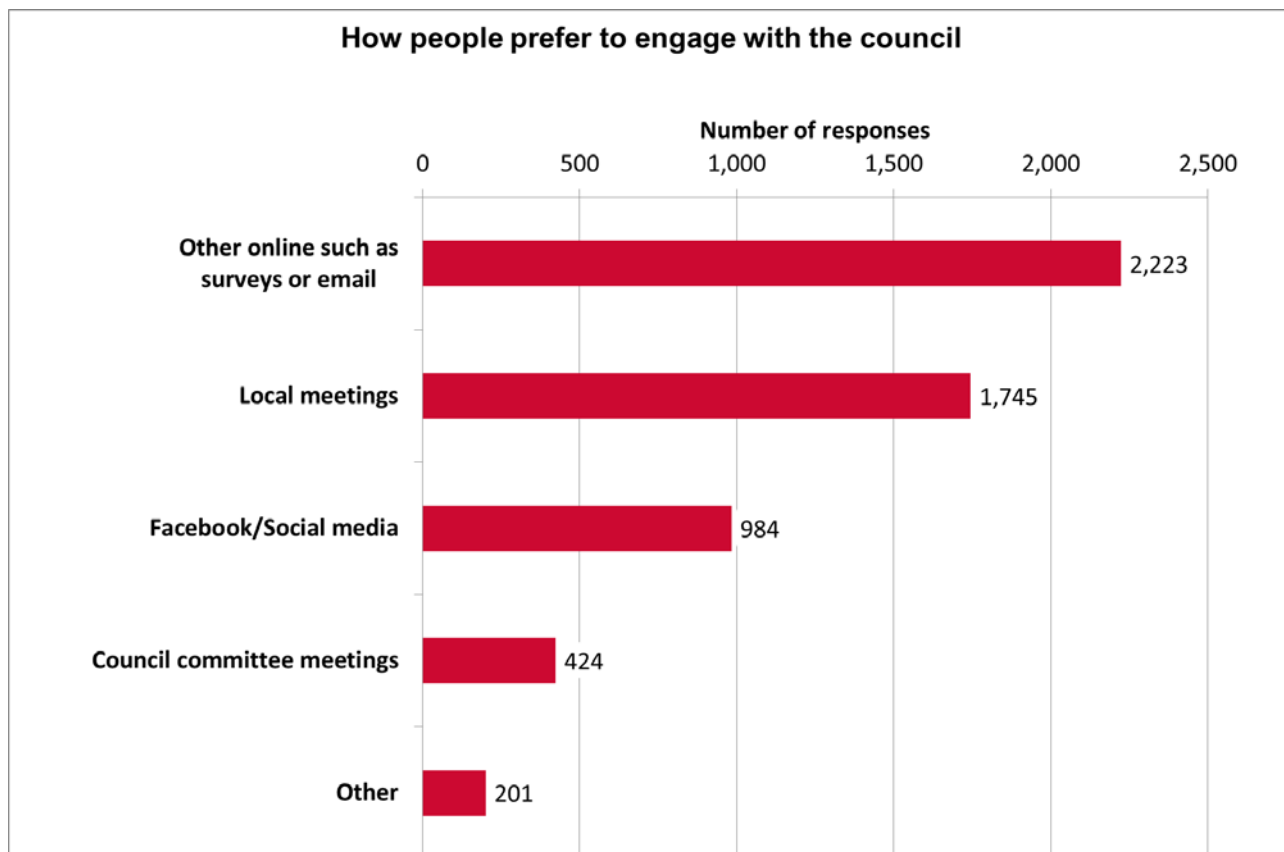


Figure 34: How people prefer to engage with the council



10 How will this report be used?

The consultation results, along with our Equalities Impact Assessments, will be taken into consideration in developing a set of final proposals that will be put to the Mayor and Cabinet to make a final decision, and also by the Mayor and Cabinet when they take those decisions.

The council's decisions on these services will be made at public meetings of Cabinet later in 2017 or early 2018. These dates will be published as part of the Council's forward plan (www.bristol.gov.uk/forwardplan), which will give 28 days' notice of the meeting at which the decisions will be made, and results will be published through normal procedures for Cabinet decisions.

How can I keep track?

You can always find the latest consultations online at www.bristol.gov.uk/consultationhub, where you can also sign up to receive automated email notifications about consultations.

All decisions related to the proposals in this consultation will be made publicly at future Cabinet meetings.

You can find forthcoming meetings and their agenda at democracy.bristol.gov.uk.

Any decisions made by Cabinet will also be shared at news.bristol.gov.uk, on Twitter @BristolCouncil and with the local news media.

Appendix A: Breakdown of questions pre-submitted at the eight public events

In total 499 people registered to attend an event. Of these, 214 pre-submitted a question or comment for discussion.

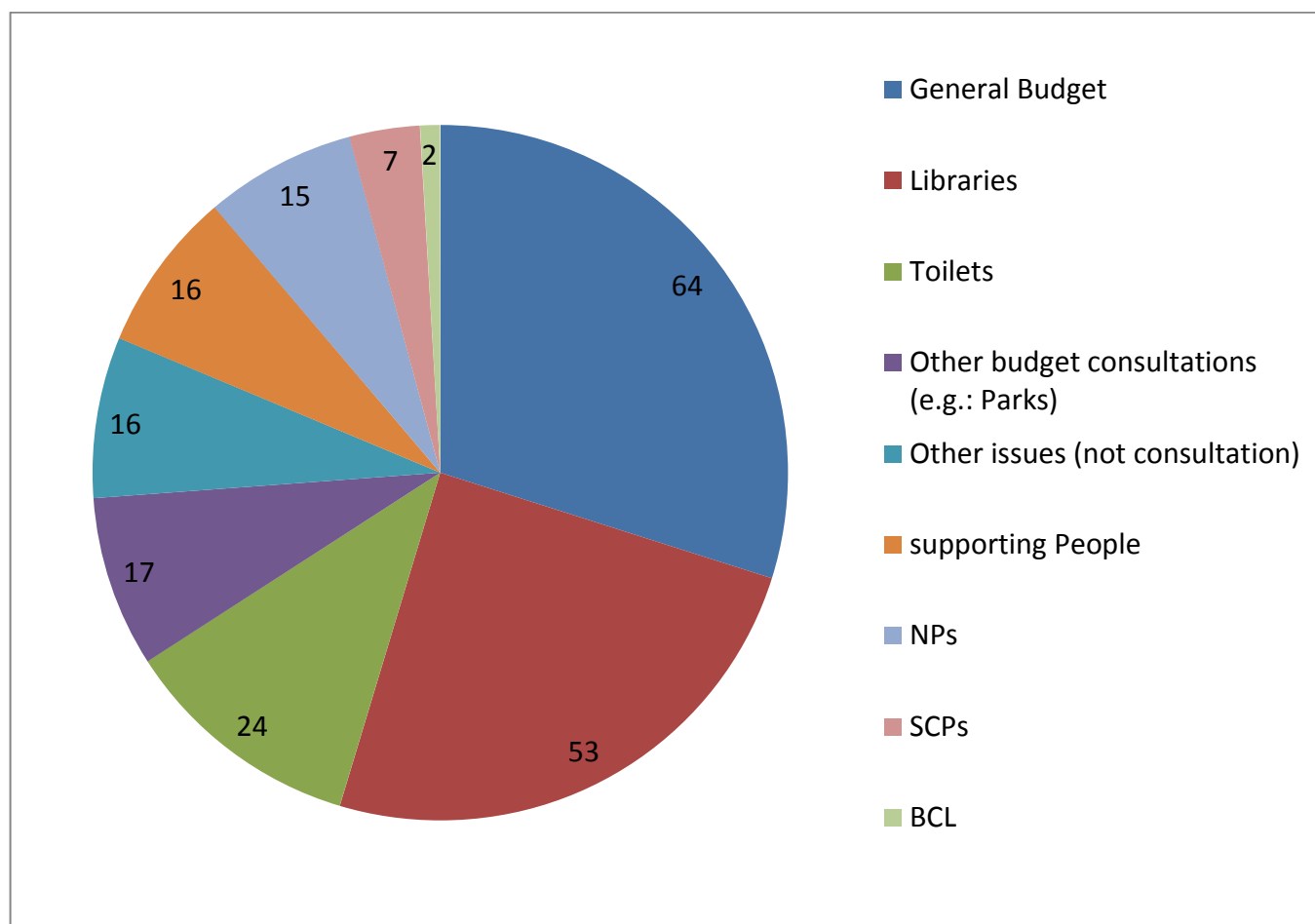
Subject of questions

64 (30%) of the questions or comments submitted were related to the council's budget as a whole and not to any of the specific options mentioned in the consultations.

53 (25%) were on the proposals for libraries; 24 (11%) were focused on proposals for public toilets; 16(7%) focused on the Supporting People consultation; 15 (7%) focused on the proposals for Neighbourhood Partnerships (NPs); 7 (3%) related to proposals for school crossing patrols (SCPs) and 2 (1%) focused on proposals for Bristol Community Links (BCL).

In total, 33 (15%) were not related to any current consultation. 17 (8%) were related to potential upcoming budget consultations and decisions (i.e. parks, meals on wheels, other transport issues etc.). 16 (7%) were not related to any of the proposed budget savings.

Figure A1: breakdown of questions in Q&A at eight public events



Topic	Frequency	Percentage of total
General Budget	64	30
Libraries	53	25
Public toilets	24	11
Other budget consultations (e.g.:parks)	17	8
Other issues (not consultation)	16	7
supporting People	16	7
NPs	15	7
SCPs	7	3
BCL	2	1
Total	214	100

General budget questions

Of the questions that related to the budget as a whole, 21 (33%) asked for the council to oppose central government's austerity measures. This represents 10% of the total 214 questions asked.

17 (27% of the general budget questions) presented ideas for making further budget savings.

10 (16% of the general budget questions) criticised the way the consultation was carried out and 16 (25% of the general budget questions) asked general questions about the council's decision making process on creating these proposals, whether full consideration to others has been taken and asking how they can help.

Topic	Frequency	Percentage of total
Austerity	21	33
General savings ideas	17	27
Related to the consultation	10	16
General questions	16	25
Total	64	100