An important note for this iteration

- The purpose of this document is to describe the work of the City Office and what has been achieved in 2019 in response to Bristol’s One City Approach, specifically with respect to the One City Plan and One City Leadership structure which was set up in January 2019. This document is not an exhaustive list of all City Office activity nor of all the activity in the city that could be deemed to have taken a One City Approach.
- For more information on the remit, role and journey of the City Office please see page 6.
- The involvement and contributions of all city partners is gratefully acknowledged. This document has been produced by the City Office team and city partners have not reviewed or fully endorsed every element.
- Similarly, achievements that are listed in this document belong to the whole city; some are the direct work of the City Office, others are a result of the City Office bringing people together, who have developed their own working relationships and initiatives. These cannot be attributed to any one person or organisation.
Introduction

This is the first annual report of the Bristol One City Office. In January 2019 a new phase for the One City Office began, with the launch of the first One City Plan, the One City website and the One City leadership structure.

Throughout 2019 there has been a wide range of work to continue to embed the One City Approach, led by a small team of three full time City Office colleagues, and to build the leadership structure and support delivery of key projects. Rather than crowd the One City Plan, which is a forward-looking document, we have produced this short report detailing progress and learning in 2019.

Updates on the 2019 priorities are comprised of a combination of narrative and data. One of the City Office objectives for 2020 and beyond will be to improve the way that we measure progress on objectives. A start on this has been made by the creation of the One City Dashboard and we will start engaging more widely on this methodology during 2020.

Copies of this report can be downloaded from www.bristolonecity.com. A glossary of terms is available at the end of the document.

Thank you to all the organisations and individuals in the city who have continued to support our work in 2019 and contributed to making tangible outcomes for Bristol.

The City Office 2019 team
Mayor’s statement

The purpose of this report is to help you understand the role of the Bristol One City Approach; what we have achieved through with One City Office and One City Plan; and to ensure you have a sense of the full city potential available to us in further developing this approach.

It is not an exhaustive report. Throughout this experiment, we have wanted to respect the demands on everyone’s time and have therefore sought only to produce enough as are necessary to engage people and ensure transparency and no more. So it’s important you know there is a standing offer to talk with the City Office team, any members of the Thematic Boards or the Mayor’s office about any aspect of the Bristol One City Approach.

We are thankful to all our city partners for their part in the One City Approach. The successes we have had are collective successes. It’s important to say however that this report has been written by the City Office team and any weaknesses in it are ours.

I hope you find this report useful and a source of inspiration for what we can go on to achieve as a city working together.

Marvin Rees,
Mayor of Bristol
2019 achievements

It has been a very busy year for the City Office, a small team enabled by a wide range of secondees, volunteers and supportive stakeholders.

The following is a short summary of some of the highlights of 2019:

- Bristol’s first One City Plan was launched, attracting interest both nationally and internationally as a methodology to focus on and deliver long term change.

- In partnership with the University of Bristol’s Cabot Institute, and linked to the One City Plan, Bristol launched the first UK Voluntary Local Review of progress against the United Nations (UN) Sustainable Development Goals (SDGs). Bristol was the only city to join the UK’s delegation to the UN.

- Bristol was announced as a European Capital of Innovation prize-winner for the One City Approach and shortlisted for the Local Government Chronicle awards in recognition of the One City Approach.

- The City Office, supported by Bristol Green Capital Partnership, set up the city’s first Environmental Sustainability Board

- The City Office supported by Bristol Green Capital Partnership, set up the Bristol Advisory Committee on Climate Change – the first city-based committee in the country, chaired by academics from the University of Bristol and the University of the West of England. Two members are now represented on the national committee.

- City Office supported by Business West set up the city’s First Economy Board.

- The City Office worked closely with our affiliated projects to help deliver the Bristol Housing Festival, City Funds, Feeding Bristol, Thrive, Stepping Up and many others.

- Period Friendly Bristol was launched, putting free period products across four different wards in the city in partnership with Burges Salmon, Jacobs, WSP and Hargreaves Lansdown. The Period Friendly Places charity, web app and education programme were launched.

- A Fostering ask at a City Gathering led to a two week promotional media campaign and a number of large scale employers and institutions in the city changing their employment policies to make them fostering-friendly. This response was an example of city partners hearing of an issue and then proactively making changes to respond to the challenge of their own volition. This resulted in over 30 more foster carers being found in the city.

- Over 250 individuals representing over 100 organisations attended each of the City Gatherings.
The journey of the City Office

The City Office was formed in 2016 as a hub, hosted in City Hall, that brought together individuals, organisations and sectors together in an informal way via secondments and volunteers working together to address city challenges. This continued throughout 2016, 2017 and 2018.

Following the launch of the One City Plan in 2019, a small core team was established to drive forward coordination of the One City Plan activity for a period of one year. Funded by Bristol City Council, the team includes three full time members of staff with a small operating budget. This became and became operational in July.

Who are the City Office?

Since July 2019, the core City Office team includes a Head of City Office role job-shared by a secondee from Bristol City Council and a secondee from Bristol and Bath Regional Capital, following a competitive recruitment process. Two Operations Managers were also appointed, again through a competitive process.

The City Office also brought into the team a SDG Coordinator seconded from the Cabot Institute and paid for in partnership by Bristol City Council, the British Council and the University of Bristol, to continue to develop Bristol’s global reputation on the SDGs. The office has also seen a number of internships, Stepping Up graduates and work experience placements, and is in the process of recruiting apprentices.
One City Timeline

2016

13 July 2016: Mayor Rees brings together 70+ city partners to discuss the City Office concept

January 2017: KPMG began work with the Mayor and City Office to develop the operating model for the City Office

2017

3 October 2017: City Hall is opened for City Office drop-in sessions and a number of city partners are seconded in to work on key projects

Christmas 2017: City Office runs 100 beds over 100 days initiative to tackle homelessness

2018

17 December 2018: The inaugural City Leaders meeting is held

8 June 2018: City Gathering with 140+ attendees launches first proposals for One City Plan and One City timeline to 2050

2019

May – July 2019: A core City Office team of three full-time posts are recruited

11 July 2019: First meeting of the Environmental Sustainability Board

17 September 2019: First meeting of the Economy Board

25th September 2019: Bristol is announced a prize-winner for European Capital of Innovation for the One City Approach programme

10 January 2019: The first iteration of the One City Plan and the One City Governance structure is launched at the City Gathering, 200+ attendees

8 December 2017: City Gathering 120+ attendees at Ashton Gate

5 July 2019: 230+ attendees at the City Gathering hear about progress against city initiatives

2020

10 January 2020: City Gathering
The One City Plan

- A plan for Bristol to 2050 – in 2050 Bristol is a fair, healthy and sustainable city. A city of hope and aspiration, where everyone can share in its success.
- Currently structured around six key themes
- 18 goals every year up until 2050 to prompt city action
- Three goals each year are chosen as priorities for the City Office to focus on

In 2019 Bristol’s first One City Plan was published. It was the product of our city’s commitment to come together to agree and work for the future we want for Bristol to 2050. The plan was a first iteration, a starting point from which we will develop stronger future versions. It should be read with the following in mind:

The One City Plan is not...

- A plan to usurp all plans; we recognise organisations will continue to have their own plans and strategies and this plan should enable those.
- Perfect; it will become more sophisticated with further iterations and as we make demands of it and respond to it to the point where we develop a uniquely Bristol approach to leadership.
- An instruction manual; it is up to partners to decide if, what and how they will change to achieve our shared overarching goals.
- A bureaucratic barrier; the plan should not stifle innovation and other work occurring in the city.
- Complete; there will be no such thing as a ‘final version’ because it will be in constant review.
- To be owned and/or run by Bristol City Council.

The One City Plan is...

- An attempt to describe “what it will be like” to be in Bristol and to be Bristolian in the years to come.
- An attempt to focus the city on a sequence of key outcomes which we all agree to concentrate on and contribute towards and which take us to 2050.
- Something to grapple with, a tool to provoke and enable the wider city to engage in a meaningful way with the city’s future.
- In constant review – will be refreshed every year through the City Office and the Thematic Boards in the city.
- Built on an understanding that
  - What citizens receive from the city should be more than the sum of its parts.
  - We are interdependent – no organisation or sector can be all it can be whilst others flounder
  - We need to set out the future we want as a city, or we will get what we are given.
We built the plan on six themes: Connectivity, Economy, Environment, Health and Wellbeing, Homes and Communities, Learning and Skills. Each year there are eighteen goals (three per theme) designed to help sequence activity up-to 2050, and to act as a challenge to the city. Each year, three of these goals are chosen as priorities for the City Office to focus on.

We will report on the progress made against the goals each year. As the One City Plan develops in sophistication, so also will our annual reporting.

A note on progress

Each of the goals in the One City Plan are designed to provoke action and to help the city move forward towards our 2050 vision. They are a product of the time they are written and will be subject to change. This progress update provides an overview of activity achieved by the city working together, but is not a comprehensive list of all activity. We also expect the rate of progress against the goals to be affected by external factors, including the national and regional policy context.

The City Office acts as enabler, helping to bring others together. Therefore progress against the goals has been a product of the work of many different partners with varying levels of input required from the City Office which this report reflects.

The three priorities for 2019

Affordable Childcare:
Develop and test an affordable childcare and nurseries scheme within three different neighbourhoods in the city.

Period Dignity:
Promote and facilitate a city-wide commitment to ending period poverty for girls and women.

Street Conflict:
Actively identify those most at risk of being drawn into gang violence and knife crime and work to offer safe routes out of gang behaviour.

Two of the goals were selected by a vote at the City Gathering and one was put forward by the Mayor in conversation with the Police and Crime Commissioner.

1. These appeared in the 2019 One City Plan with slightly different wording, which was subsequently adapted following feedback from city partners.
Period dignity

2019 Goal:
Promote and facilitate a city-wide commitment to ending period poverty for girls and women.

Progress:

In late January 2019 a ‘Period Poverty Summit’ was held in City Hall, which brought together 100 key figures from within the city and beyond to explore how to make Bristol a city free of period poverty and period stigma. Led by the Cabinet Lead for Women, Children and Families, who now sits on the UK Government’s Period Poverty Advisory Taskforce, delivery has focused on two key work streams:

1. Establishing a City Donation and Distribution Network: A donation and distribution network of period products is being piloted in Bristol. A web app has been produced by volunteer web developers at a weekend hackathon coordinated by Bristol Open Data. The app tells people in Bristol where they can access products they need, and where they can donate. The network is being piloted in Easton and Lawrence Hill, Hartcliffe and Withywood, Filwood, Southmead, Avonmouth and Lawrence Weston. Four corporate sponsors, Hargreaves Lansdown, Burges Salmon, Jacobs and WSP, will each set up their own internal donation networks, and will be responsible for delivering products to the distribution points. Libraries and museums across the city will soon also act as donation and distribution points, as well as a number of health centres.

2. Tackling Period Stigma: A key focus has been the role schools can play in both their policies and day to day practices in tackling stigma about periods. The Real Period Project and City to Sea have together developed an education package, which will be offered to all schools in Bristol as an additional element to the national roll-out of Personal, Social, Health and Economic (PSHE) Education as part of the curriculum in 2020. The education programme addresses aspects of period dignity and menstrual health, as well as environmental sustainability. A Period Friendly Schools charter has been developed, with training, guidance and lesson plans to be provided. These resources will be adapted for special schools, and are aimed at young people of all genders.

Additionally, the Bristol Healthy Schools awards are now compliant with a period friendly approach. To ensure young people’s voices were part of the education programme, a video was created by Bristol based production company Plimsoll Productions, which featured Youth Councillors discussing their experiences and views on period stigma. This video was shared on social media to encourage young people to fill out a survey, the results of which were incorporated into the education package.

Next steps:

- Work will continue to improve and expand upon the donation and distribution network and web app across the city.
- Conversations have also taken place with international cities such as Los Angeles, who are interested in adopting Bristol’s Period Friendly Places model.
- National partners will work with Bristol to promote the model to other UK cities, developing an action plan that can be easily replicated.

For more information contact: hello@periodfriendlybristol.org
2019 Priority: Theme – Homes and Communities

Street conflict

2019 Goal:
Actively identify those most at risk of being drawn into gang violence and knife crime, and work to offer safe routes out of gang behaviour.

The Challenge:
The phenomenon of County Lines was first witnessed in East/Central Bristol, but has now become a citywide issue. It occurs where crime groups exploit young and vulnerable people to sell drugs. Young people exploited this way will often be exposed to physical and sexual abuse, and in many cases will be trafficked to other towns and cities many miles from home.

Progress:

1. The Safer Options Team
The Safer Options Team was created as a coordinated multi-agency response to serious youth violence, gang and knife crime that focuses on the wider issues that can lead children and young adults into criminal and/or sexual exploitation. It is a collaborative approach led by Avon and Somerset Police and Bristol City Council that adopts a One City Approach to cross agency working. Initially focused on East/Central Bristol, it has been rolled out across the city since autumn 2019.

The core purpose of the team is to gather intelligence, task activity and to coordinate a strengthened multiagency response in support of our communities and young people.

A key role of the team is to understand the needs of these children and young people and to improve their access to existing support services for the individual and their families, as well as assisting the community and voluntary sector to do more. This includes trying to increase activity in city wide and community services to divert, distract and deter young people away from the risk of exploitation and towards a more positive pathway by working with city partners including schools, children and family services, police, youth and community services. The team also focuses on helping to build more therapeutic and psychological services to support this group of young people and their families.

The intelligence that the Safer Options Team receives also supports them to identify safeguarding hot spots. These may be localised areas where there are higher rates of serious youth violence or concerns about young people in the area being recruited for the purpose of child criminal or sexual exploitation. When hot spots are identified, the Safer Options Team can liaise and co-ordinate between the Police and Youth workers to arrange outreach to those locations. Additionally the Safer Options can support and co-ordinate community events aimed at young people at these locations as a means to divert vulnerable young people and disrupt the activities specific to the location.

2. The Call In Programme
The Call In programme, a partnership between Golden Key, Avon and Somerset Police and Bristol City Council was launched in February 2019 to divert young people away from crime by providing one-to-one mentoring support and a programme of tailored activities to help young people realise their potential and achieve positive life changes.

Young people who meet the eligibility criteria and who have been arrested for an applicable drug-related offence can be offered the opportunity to engage with the Call In programme for six months whilst released under investigation. By intervening at the point of arrest, if a young person successfully completes the programme, they are not
charged with the offence and avoid going to court and potentially serving a prison sentence.

3. It Takes A Village – Community Approach

Over the past 12 months, the Commission on Race Equality has hosted four events with up to 100 concerned community members (per event) from Black and Dual Heritage families. The purpose of each meeting has been to discuss the challenges facing the BAME community and specifically our young people caught up in the Criminal Justice System. Each event has been solutions focused with the community planning how we need to respond to and support diversionary schemes, including additional mentoring support provided through the Safer Options Team in East Central Bristol. Parents and carers have been particularly welcoming of the workshop approach in which they explored in depth youth violence, social media and signs of grooming. This work is continuing in 2020 and will deliver many of the key actions that It Takes a Village would like to see implemented e.g. work placement opportunities, apprenticeships, entry level employment.

Next Steps:

City Office to continue supporting the Safer Options work, Call In Programme and It Takes A Village.

- To maintain Street Conflict as an ongoing priority area and to work with partners like the Safeguarding Bristol Board to establish how we can continue to support this work
- To continue to promote programmes that provide education and employment pathways and support schemes that provide diversionary activities.

Contact: The Call In Programme
info@goldenkeybristol.org.uk

Contact: Safer Options
safer.options@bristol.gov.uk
Affordable childcare

2019 Goal:
Develop and test an affordable childcare and nurseries scheme within three different neighbourhoods in the city.

Challenge:
Bristol has one of the highest average childcare costs in the country, making it difficult for many families to balance work and family life, and impacting the city economically.

Progress:
There is great complexity surrounding childcare, both from a parent and provider perspective. To this end the City Office concluded that the most valuable action for 2019 was to develop understanding of what models could work in the city and particularly the role of employers in this. The City Office has conducted research, carried out by University of Bristol students Zeyno Yurdas and Talulah Kingston to capture the role of affordability, quality and flexibility of childcare across the city to gain a comprehensive understanding of the current provision and demand in Bristol. Based on the ideals of collective and collaborative action as outlined by the One City approach, a report of the findings has been launched at the January 2020 City Gathering, which proposes three schemes for implementation.

The research comes from various childcare providers and stakeholder groups in the city, including women’s organisations, as well as touching upon existing models in various countries and the literature on the issue. It also uses data on early years provision, deprivation and child poverty by ward. It brings together problems in defining affordability and underlines the trade-off between quality and flexibility with affordable provision in Bristol and beyond. The three schemes that were developed to address these issues have been called the Network of Nurseries Scheme, the Co-Locational Intergenerational Model and the Employer-Led Scheme.

The Network of Nurseries Scheme aims to use profits generated in nurseries from more affluent parts of the city to provide sufficient childcare in areas with greater levels of deprivation. A Co-Locational Intergenerational Scheme is proposed to enhance the quality of childcare on offer in Bristol, and lower fixed costs for childcare providers. This is through the operation of a childcare facility and a nursing home from the same site, with optional sessions for children and the elders to engage with every day. The Employer-Led Model proposes a large employer within the Bristol Temple Quarter Enterprise Zone opens a nursery integrated onsite or on a nearby landholding. By operating on a cross-subsidy model, the nursery can offer low-cost childcare spaces for non-employee parents in the area.

Next steps:
To take forward the research outcomes and develop a practical and implementable model for the city.

Contact: hello@bristolcityoffice.com
2019 goals in summary

The next few pages set out a summary of progress against the remaining fifteen One City Goals for 2019.

Themes

Connectivity  Economy  Environment
Health and Wellbeing  Homes and Communities  Learning and Skills
2019 Goal – Connectivity:

A regional ‘Bus Deal’ will see a new delivery partnership between bus operators and local authorities supporting increases in bus usage.

- The Bus Deal was approved by Bristol City Council’s Cabinet on 1 October 2019.
- The proposal is for the council to be part of a deal with the other West of England authorities that enables each authority to sign up to their individual deals along a route, corridor or geographic area. The proposals will include schemes to mitigate urban densification, outputs from the Bus Strategy, Bristol city centre improvements and park and ride schemes and the focus is on bringing forward quick wins where possible. The intention is to agree milestones for Bus Operators as investment in infrastructure is delivered across different parts of the city.

- The Bus Operators will commit to improving their peak hour services on each of these routes and to delivering improved ticketing offers, including a fixed price contactless ticket by 2022, meaning that no matter how far you travel by bus, the price will remain the same.
- An initial quick win for 2020 as part of the approved Bus Deal will see upgraded bus stops, amended traffic signal phasing and minor junction changes for Bus Route 2 (Stockwood to Henbury).
- During 2020 further route priorities will be identified and project delivery will commence at the highest priority. These future works will be subject to more detailed cabinet reports and associated deals.

2019 Goal – Connectivity:

Extend the ‘Bristol is Open’ network into Knowle West Media Centre (KWMC) and Filwood Green Business Park to create a ‘Smart City Testbed’ to expand the city’s work on digital applications and support employment in South Bristol.

- Significant progress has been made during 2019. Network fibres are laid out in KWMC Leinster Avenue office and the Filwood Green Business Park. The computer equipment racks and backup power supplies have also been successfully installed.
- Both the locations will be connected to the wider Open Programmable City Region (OPCR) network link by January 2020 and the OPCR nodes will be commissioned by March 2020 (The existing OPCR network already connects The Watershed, Engine Shed and Merchant Venturers Building).

- KWMC hardware procurement for the building is already 96% complete and KWMC have already conducted upskilling and reskilling workshops with a total of 52 attendees. The workshops cover wearable technology, virtual reality and augmented reality, animatronics, and artificial intelligence and machine learning. These new skills will prove to be invaluable to all of the attendees with future activities already planned.
2019 Goal – Connectivity:

Deliver a scheme to improve broadband access within social housing. Longer term this will result in everyone living in social housing having access to affordable and ultrafast broadband.

Bristol City Council’s Housing team, Operations Centre, City Innovation Team, BNET and Bristol Is Open are collaborating on a pilot to roll out better broadband in social housing. The pilot has resulted in:

- Installation of new ultrafast networks to three blocks in St Judes with Barton House coming online in early 2020 – this allowed Bristol City Council to better understand the impact on tenants, via surveys, and buildings of the installation and the supervision required to ensure the best outcomes.

- A standardised wayleave to make the legal process clearer and swifter for telecoms companies seeking access to Bristol City Council housing helping position the city for future investment.

- Increased understanding of the telecoms market and how Bristol City Council could achieve the best deal for tenants, support the delivery of digital public services and generate a revenue stream.

- Communications and engagement work with social housing tenants to better understand their views on current and future broadband services and issues around digital inclusion.

- Open reach is also installing ultrafast broadband in a large part of Bristol, which will include a large number of Bristol City Council single dwelling units.

- The pilot will then close in February 2020, and learning applied to enable a whole city scale-up.

2019 Goal – Economy:

Establish an ‘older people into work programme’ to support people aged 65+ into work, social action and volunteering to tackle social isolation and age-related poverty.

- In order to best support over 50s back to work The West of England Combined Authority through the Mayoral Combined Authorities (MCAs) Group have commissioned the Centre for Ageing Better to undertake research into how best to engage unemployed over 50s to enable them to achieve paid work through employment support activities.

- This will enable us to develop a better understanding of employment profiles across MCAs and at individual local authority level; identify the employment support offers available to over 50s; to identify employment outcomes for over 50s on local employment support programmes – both mainstream and dedicated.

- As this is an emerging priority area in Bristol, additional research has been commissioned to expand upon the broader investigation and understand what challenges do unemployed over 50s in Bristol face in getting back to work and how does this differ across the city and different groups of citizens.

- The research, which is due to commence in January 2020 and report in April 2020, will give us a greater understanding of the barriers which prevent the over 50s in engaging with employment support projects. This will enable us to develop and target programmes to achieve greater impact.
2019 Goal – Economy:

An increase in business uptake of employer training programmes and Union Learn, the Trades Union Congress’ learning and skills programme.

- There is new West of England Combined Authority ESF funding coming into the area for an £8million programme called ‘Workforce for the Future’ which is primarily to support small and medium-sized enterprises (SMEs) businesses to have improved access to the skills and workforce development system – including resources and support for a range of programmes, including adult skills, vocational training and apprenticeships.
- An Employment, Skills and Learning team is working together with Economic Development to pull together a consortium proposal which will aim to improve SME skills/workforce support in our most deprived communities – providing work trials, experience of work and apprenticeships for young people and adults who remain disconnected from the local economy.
- The issue of adult skills is a growing one. The climate emergency, automation and Brexit all require a transformation of the skills of the current workforce. There is ongoing need to ensure employers are supported and encouraged to continue to increase the investment they make in training employees.

2019 Goal – Environment:

Establish 35 new Electric Vehicle charge point connections in Bristol.

Go Ultra Low West is a £7m project that aims to accelerate the purchase of electric vehicles across the West of England. The initiatives included are:

- Over 120 new charge point connections will be installed to double the size of the current public charging network. The existing public network has been moved over to a new network called ‘Revive’ and by 2021 and there will be four Rapid Electric Vehicle Charging Hubs in the West of England region. These will work similar to petrol stations, but for electric cars. Drivers will be able to recharge their cars in minutes rather than hours.
- So far four new charge point connections are up and running, with another 20 going live by the end of December 2019.
- Rollout of 120 new electric vehicle charging point connections has started with 24 due to be completed imminently.
- Working with West of England car club providers to install charging point connections for electric car club vehicles, so that people who do not need a car all the time can use electric technology.
- Each West of England council is converting a proportion of their existing fleet to electric. To date, over 70 electric vehicles have been added, providing essential services across the region.
- An opportunity to try out an electric vehicle for two weeks, for only the cost of the electricity used. This scheme in partnership with ECar, part of the Europcar group, and allows people to experience using an electric vehicle without having to purchase one.
- Next steps for 2020 include progressing the next phase of the remaining 120 charge point connections and taxi electric vehicle charging infrastructure – eight charge point connections.
2019 Goal – Environment:

Establish a long-term, flexible ‘City Leap Energy Partnership’ to strategically develop, co-ordinate, deliver and facilitate low carbon, smart energy infrastructure that supports Bristol on its pathway to carbon neutrality.

- Despite having invested over £50m in low carbon energy infrastructure and projects over the last decade, the council is aware of the need to dramatically increase the scale and pace of delivery in order to meet our 2030 carbon neutrality goal. The City Leap Energy Partnership joint venture that we will establish presents a tremendous opportunity to decarbonise the city whilst also delivering substantial social and economic benefits. This is our chance to transform the lives of our citizens and create the cleaner, greener and healthier Bristol that we all want to live in.

- It is this partner that we are now looking to procure – an organisation (or organisations) that will form a long-term joint venture with Bristol City Council and share in the successes and opportunities which we will create for the city.

- City Leap is considered a world first, a game changer and has the potential to completely transform the UK’s energy system by creating a replicable model that other cities will follow.

- Our procurement exercise launched on 9 September 2019 consists of a number of stages to ensure the best result for Bristol. Our timeline currently anticipates that the final stages and contract award in late 2020 with the first new projects to commence in 2021. In the meantime, the council continues to deliver its existing programme of major energy projects like the Bristol Heat Network, its energy efficiency works and the roll out of 120 new EV charge point connections.

2019 Goal – Environment:

Public sector organisations in Bristol commit to over 30% of their fleet being non-fossil fuel by 2026.

- Road transport accounts for 34% of nitrogen oxides and 12% of primary particulate matter emissions in the UK\(^1\). Whilst non-fossil fuel vehicles still produce particulate pollution from their tyres and brakes, reducing the proportion of public sector vehicle fleets using fossil fuels would contribute to city-wide action on climate change and air quality.

- Bristol City Council’s car fleet already has more than twenty electric vehicles, with plans to convert more.

- North Bristol NHS Trust’s (NBT) fleet has 75 vehicles, 10 of which are electric (13%). There is space to charge 13 electric public and staff vehicles on the Southmead Hospital site and there are eight charging point connections for fleet e-vehicles. NBT are undertaking a scoping study over the next 12 months with the aim of fully understanding what vehicles they have, together with their business travel needs before making proposals for rationalising, centralising and improving their fleet. This will also help ensure that vehicles are compliant with the proposed Clean Air Zone.

- University Hospitals Bristol NHS Foundation Trust has always committed to an annual vehicle replacement plan to replace the vehicles with the most sustainable alternatives that are practical for the work that is carried out. The trust currently has two electric vehicles in a fleet of 28. As the vehicles are replaced the trust will be moving towards replacing the older Euro 5 and below vehicles to non-fossil fuel vehicles before then replacing the Euro 6 vehicles.

- This will remain an ongoing priority and will feed into the work by the council on climate action and also the One City Climate Strategy that is being overseen by the Environment Sustainability Board.

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\(^1\) Department for Environment, Food and Rural Affairs (2018). Clean Air Strategy 2018
2019 Goal – Health and Wellbeing:

Enable Bristol to achieve ‘Age Friendly City’ status from the World Health Organisation.

- The Global Network of Age-friendly Communities represents cities and communities across the world that are committed to making their areas better for older people, which also has a positive impact on the community as a whole.
- The World Health Organisation (WHO) accepted Bristol’s application to become the 705th member of this network. Bristol’s membership of the network represents three years’ worth of work by Bristol City Council, Age UK Bristol and Bristol Ageing Better.
- The submission involved a baseline assessment and a strategy considering the eight domains that make up an Age-friendly City: housing; Social Participation; Respect and social inclusion; civic participation and employment; communication and information; community support and health services; outdoor spaces and buildings; transportation.
- In 2019, Bristol held an age friendly conference to engage older people and professionals across the city and ran focus groups with older people to identify their biggest priorities.
- An Age friendly Bristol Charter was also developed and launched alongside the Age Friendly Bristol website, Age friendly business toolkit and age friendly neighbourhood toolkit.

2019 Goal – Health and Wellbeing:

Ten organisations in Bristol (including the council) will have committed to tackling mental health stigma and discrimination through signing the Time to Change Employer Pledge.

- **Thrive Bristol** is a 10 year programme to improve the mental health and wellbeing of everyone in Bristol, through prevention and early intervention, with a focus on those with the greatest needs. *Time to Change* is one of the Thrive programme themes and aims to change how we all think and act about mental health. The *Time to Change Employer Pledge* is a commitment to improving attitudes and behaviours in the workplace. It is supported by the Employer Action Plan enabling organisations to adopt best-practice interventions and policies to promote positive staff mental wellbeing. The pledge is one of the elements of the **Thriving at Work Bristol** programme which is closely aligned with the national **Mental Health at Work Commitment**.
- In 2019, 16 organisations signed the pledge, including Bristol City Council, OVO Energy, Bristol, North Somerset and Gloucestershire Clinical Commissioning Group, GKN Aerospace, St Monica Trust and Bristol Rovers. In total, over 40 organisations across the Bristol area have signed the pledge so far. This means we have far exceeded the ambition for 10 organisations to sign. Additionally, Bristol became the first city in the country to sign up to the new Mental Health at Work Commitment.
- We are working with the West of England Combined Authority and neighbouring local authorities to extend this approach across the region. This programme has strong links with the national Thriving at Work Leadership Council, the Department for Work and Pensions, the Department of Health and Social Care, and mental health charity Mind.
2019 Goal – Homes and Communities:

A city-wide ‘Housing First’ programme is helping homeless people with complex needs and mental health issues to access support services and enter safer and more sustainable accommodation.

- Housing First is ‘Housing designed for those who have been homeless for a long time or those who repeatedly end up homeless. They are offered housing as a first priority followed by additional intensive support, to help address other needs and help them maintain their tenancy.’

- The Housing First programme will support the delivery of the new Homelessness and Rough Sleeping Strategy action plan target to half rough sleeping by 2022 and eradicate it by 2027.

- Through five priorities, the Homelessness and Rough Sleeping Strategy 2019-24 sets out a shared vision with the One City Plan, with an emphasis on strengthening the already high level of citywide partnership working to tackle homelessness. The associated high level action plan to the strategy sets out how progress against these priorities will be measured. To date 35 clients have signed up to the Housing First programmes.

- The Housing First approach in Bristol involves the partnership of several housing support providers and social landlords that include Bristol City Council, Golden Key, One25, St Mungos, Curo Housing, LiveWest Housing, Unite Housing and Sovereign Housing. To be cost-effective this approach needs to find and sustain housing for some of our long-term homeless people with complex needs.

- Some of the key challenges in delivering this Housing First programme include getting engagement from potential clients, a lack of suitable sustained housing stock, overstretched social care services, limited mental health support, complex benefits system and a poor supply of private rented sector accommodation options. UWE have been commissioned through Golden Key to evaluate and report the outcomes of the Housing First Programme.

2019 Goal – Homes and Communities:

The Mental Health and Housing Working Groups recommendations are embedded in Bristol housing and health policies to develop housing that improves mental health.

- One of the Thrive Bristol programmes is ‘Housing, Homelessness and Mental Health’.

- In conjunction with this Thrive Bristol programme a roundtable discussion was held to bring together internal and external practitioners to discuss the recommendations of the recent report and to agree next steps. These recommendations will be built into policies going forwards. At that meeting it was evident that the interrelated issues of housing and mental health are significant and span many parts of the system. Further senior level discussions have taken place to progress this agenda, including with the Bristol Homes Board and Health and Wellbeing Board, to agree the next steps for this work and appropriate governance structures

- This agenda is ongoing, and as of the time of writing, the Health and Wellbeing Board have further discussions on health and housing scheduled for their next meeting in late December 2019
2019 Goal – Learning and Skills:

Bristol will have a network of 40 ‘Learning Ambassadors’ who will promote the Learning City vision and support people with few or no qualifications to engage in learning opportunities.

- A Learning Ambassador is an individual connected to Bristol who can help develop, promote and celebrate learning opportunities. The role of a Learning Ambassador is to help reach as many people in the city as possible and inspire them to participate in learning.
- Learning ambassadors help by passing on learning messages to their networks, promoting learning at every opportunity, and participating in learning.
- During 2019 a number of Learning Ambassadors have become full time Learning support assistants, delivering micro teach sessions (with support), undertaking the Autism Education Training initial teacher training course in Further Education in January, taking part in a training session with a children’s project to support the local school reading initiatives and also taking part in training around digital learning and supporting learners to use virtual learning environments to support progress.
- There are currently 170 Learning Ambassadors registered on the scheme. More Ambassadors are always needed and will be supported.

2019 Goal – Learning and Skills:

Extend the city-wide WORKS programme connecting employers and schools, with particular focus on young women, care leavers and those with disabilities at risk of not being in education, employment or training.

- Bristol WORKS is focussed around trying to ensure young people across the city have the passion, skills and knowledge to make positive life choices regardless of their background. The Bristol WORKS initiative aims to increase the choices young people in Bristol have by offering meaningful experiences of work.
- WORKS collaborates with schools, provisions and employers using an experience of work framework to develop a programme of activity for students that is both aspirational and showcases the diverse opportunities and employment pathways available within the city.
- WORKS have facilitated 2079 experiences of work for young people in Bristol and are currently engaging with 76 organisations across the city who have pledged to support Bristol WORKS.
- From September 2019, we expanded our offer as part of the wider Bristol WORKS for Everyone bid supporting people with special educational needs. We are now offering the “My working future programme” into special schools across the city as well as the traditional experience of work offer. We have also run bespoke mentoring across schools to enable young people to meet and engage with a range of employers from non-traditional roles and occupations.
- The expanded WORKS programme continues to increase the variety, representation and diversity of sectors, organisations and opportunities to provide to the schools we support to develop our experience of work offer.
2019 Goal – Learning and Skills:

The school attendance rate for Bristol schools is 96%.

- The latest published Department for Education (DfE) attendance data (17/18) shows that Bristol still has some way to go to meet the One City Plan attendance target of 96%. Absence rates for Bristol are above those of the Core Cities and our statistical neighbours at 5.3%; persistent absence rates (those children and young people with attendance below 90%) also shows a similar pattern. To combat this problem multiple actions are being undertaken to improve citywide attendance including: the appointment of Lesley O’Hagan as the Attendance Strategy Manager; the development of an Attendance toolkit; School Attendance Network meetings to keep school attendance leads up to date with legislation, local processes and good practice; the establishment of a Working Group to develop procedures; new and close collaboration between the Education Welfare Services and Safeguarding in Education team; 35 schools have now signed up to take part in the Behavioural Insights Project; the first wave of primary school attendance data packs to help monitor attendance activities.

- The availability of verifiable and timely attendance data from the DfE has always been problematic due to the time lag in its publication. Therefore, as a city our ability to quickly identify changes in attendance patterns citywide and analyse the factors behind such trends is currently limited by the availability of up to date accurate data.

- Strengthening the availability and timeliness of good quality attendance data is being progressed currently and this will enable us to monitor improvements in attendance but also target intervention in areas that are more problematic.
UN Sustainable Development Goals

The UN Sustainable Development Goals (SDGs) are a set of 17 goals adopted by every country in the world as a framework for what we want the world to look like by 2030. The 17 goals are underpinned by 169 targets many of which are being directly delivered by the initiatives and aspirations held in the One City Plan. The SDGs provide Bristol with a common language for engaging city, national and international partners as well as an interconnected framework to ensure that our One City Plan considers economic, environmental and social sustainability and leaves no one behind.

The SDGs have wider support in the city through the members of SDG Alliance, a network of over 140 stakeholders which meets regularly to advocate for the uptake of the goals across the city. In 2019, we have actively shared our work on the SDGs locally, nationally and internationally:

- **March**: We held a City Office drop in session focused on the SDGs to understand the action that organisations are taking place towards the goals in Bristol. Bristol also hosted one of only two consultation events outside of London for the UK’s national progress report. This meeting involved a visit from Lord Bates and the Department for International Development, to hear about local action towards the SDGs in Bristol and the South-West.

- **April**: Bristol joined the Brookings Institute SDG City Leadership group to discuss how cities can increase action and adoption of the SDGs across the world.

- **May**: David Donoghue, the former Irish Ambassador to the UN and one of the key negotiators during the development and sign off of the SDGs, visited Bristol to join a panel discussion with Bristol based organisations about how local action can help to deliver global ambitions.

- **June**: Bristol shared its learning with other UK cities at the SDG local action conference in Sheffield.

- **July**: Bristol launched its Voluntary Local Review (VLR) of progress towards the SDGs. This was the first undertaken by a UK city and one of the first in the world. The LGA unanimously passed a motion on local action towards the SDGs and the Climate Emergency. Bristol was also the only UK city to join the UK’s delegation to the United Nations, where we shared our VLR.

- **September**: the SDGs were key in our prize winning i-Capital bid and Bristol shared its experience of adopting the SDGs in Dusseldorf during North-Rhine-Westphalia’s 6th Conference on Sustainability in Municipalities.

- **October**: During the Festival of the Future Cities Bristol hosted an event discussing with Los Angeles and New York City, two other leading cities on their adoption of the SDGs.

- **November**: Bristol launched a VLR handbook to help other UK cities understand the SDGs and how to undertake a VLR.
Following the production of our VLR we have begun work with the University of West of England to better understand the gaps in our VLR. To improve one such knowledge gap in our VLR, we have begun work between the University of Bristol and the Bristol Women’s Commission on a report on Gender Equality (SDG 5) in Bristol. Lastly Bristol’s VLR has been vital in providing evidence of the areas where we are not progressing towards the SDGs for the next iteration of the One City Plan.

This year Bristol has become part of the vanguard of leading cities in the adoption of the SDGs, however our next steps must move from adoption to action. There are ten years left till the SDGs are to be completed and these next ten years must be a decade of delivery and action. We have established strong foundations for this through our One City work but we must now to start to make citywide targeted action to tackle this interconnected framework of goals.
The next steps for 2020

In 2019 the City Office entered into a new phase following the launch of the One City Plan and the One City Leadership structure and we thank everyone who has come on this journey with us. We have learnt a lot and this is shaping our next steps for 2020.

Key Learning Points from 2019 include:

● A core team is essential to drive forward coordination and stakeholder engagement

● We need to continue building networks and two-way dialogue with community groups and neighbourhoods

● We need to be clearer about what we are and what we do by using tools like social media and other communications channels to continue to raise awareness

● We need to improve our tracking and monitoring of progress and this will be greatly helped by the launch of our new dashboard (see below)

Next steps for 2020 include:

● A new programme of engagement with voice and influence groups and neighbourhoods in the city

● Introduce a new cycle of refresh for the one city plan that runs through-out the year (see below)

● Continue to develop the new dashboard and increase our online presence

● Refreshing our City Office Tuesday city working session and refresh the programme of monthly drop-in meetings

● Working with all the One City Boards to increase diversity of their membership and wider transparency

● To secure long term funding and further develop the operating model for City Office

● To support the production the One City Climate Strategy and One City Inclusive Growth Strategy.

Annual Cycle of Refresh
The Dashboard

Working in partnership with the Bristol City Council Smart Cities Team and Bristol Design we have launched our One City Dashboard.

The aim of this dashboard is to easily share the content within the plan and over the longer term develop a performance framework against the goals and visions set out in the plan. Over the past three years many people have been involved in scoping up and discussing what information should be presented on a dashboard and what functions it could perform. The dashboard that is now live on the City Office website is a first attempt at opening the plan up to a wider audience. We are seeking your thoughts and opinions on the dashboard and how it can be improved.

Like the One City Plan, this dashboard will become more sophisticated and it has been designed to be updated and improved.

The primary aim for this dashboard is to show the goals and initiatives held in the One City Plan in an easier format. The dashboard also helps to demonstrate the interconnections between different themes and sub-themes and provides a first attempt at using data to display progress towards the One City Plan. It also helps to bring the flat One City Plan and SDG mapping documents into a filterable, searchable format.

We plan to continue developing this dashboard so that it can be a portal for improved citizen interaction with the plan, as well as a more sophisticated tool with data trends analysis. We would like to thank everyone who has been involved in the dashboard process to date and hope that as we continue to improve the complexity of the dashboard.

www.bristolonecity.com/dashboard
Affiliate Projects

At any one time there are a large number of initiatives that are happening in Bristol that reflect that it is a city of innovation and partnership. In some circumstances the City Office will be actively engaged in delivering these; in other cases initiatives will be part of the One City wider network; and we recognise that much will also happen that is not part of One City but nevertheless is taking a One City approach by working across different sectors and organisations to improve the lives of Bristolians.

Listed below is a brief update on a number of initiatives that are part of the wider One City network, some of which the City Office has been actively involved in, while others the City Office has only supported through promotion and information sharing.

Housing Festival

This year the Bristol Housing Festival celebrated its one year anniversary. During that time the team at Bristol Housing Festival have seen a number of successful projects get off the ground. Launchpad in Fishponds opened a new community of students, care-leavers and key workers; ZEDpods development in St George was given planning permission; and BoKlok have announced they will delivering 200 low-cost and sustainable homes in partnership with Bristol City Council.

For more information about Bristol Housing Festival: www.bristolhousingfestival.org.uk/

City Funds

City Funds is an initiative that aims to help local organisations make Bristol a place where everyone can thrive. They work to raise funding and provide impact investment, planning and support, and local change grants across four thematic areas. The fund focuses on No Child Goes Hungry, Economic Inclusion, Community Initiatives and Environmental Transformation all linked to the goals and priorities in the One City Plan. This year City Funds launched its £10 million pound investment fund and is now taking applications for ideas that help to help impact-driven organisations tackle the cause and effects of inequality in Bristol.

To find about City Funds: www.bristolcityfunds.co.uk

Feeding Bristol

Feeding Bristol aims to make Bristol a zero hunger city. It works to tackle the immediate needs of the city while influencing the systemic and long-term local economic and national policy changes to improve food security for Bristolians. This summer Feeding Bristol ran its Healthy Holiday programme to tackle food insecurity over the six week summer holiday period.

The programme delivered meals to over 5,000 children with more than 75% of those children on free school meals. It provided 53,000 meals across the city, with over 1,000 individual sessions, 170 clubs and programmes supported and 68 charitable and community organisations engaged. The project took a truly One City approach with 550 volunteers from 23 organisations representing all sectors of society, and donations amounting to over £125,000 from businesses, charitable trusts, the council, individuals and schools.

For more information: www.feedingbristol.org/
**THRIVE**

Thrive Bristol is a 10 year programme to systematically improve mental health and wellbeing for everyone in Bristol. Thrive focuses on prevention and early intervention and works by adopting a One City approach of using public, private and third sector cooperation and leadership (and resources) across Bristol. It covers all ages and considers mental health in its broadest sense and ranges from plans to improve the whole population’s wellbeing to interventions for people experiencing mental illness.

For more information: [www.bristol.gov.uk/mayor/thrive-bristol](http://www.bristol.gov.uk/mayor/thrive-bristol)

**Going for Gold**

Going for Gold is a Bristol-wide bid to be recognised as a Gold Sustainable Food City. As one of only four cities to achieve Silver status, Bristol has already shown that it has the motivation to make good sustainable food part of the city’s identity. Now, individuals, organisations and policy makers are joining together to make big and lasting improvements across six key Food Action Areas: buying better; food waste; urban growing; community action; eating better; and food equality. Going for Gold is asking for individuals and organisations to take action and embed sustainable food practice practices into all areas of life. To date 828 actions have been taken by individuals and 262 actions by organisations.

To get involved and for more information: [www.goingforgoldbristol.co.uk/](http://www.goingforgoldbristol.co.uk/)

**Clean Streets**

The Bristol Clean Streets program is a programme aimed at reducing the amounts of litter, fly tipping, gum, weeds, graffiti and dog fouling on Bristol’s streets. Coupled with this is a campaign to improve the amount of recycling, reuse and repairing that we do in Bristol. Through a citywide ad-campaign and initiatives like “The Big Tidy”, “Slim my waste” and “Don’t Feed the Litter Critters” Bristol has been measurably making the city cleaner.

To get involved and for more information: [www.bristolwastecompany.co.uk/clean-streets/](http://www.bristolwastecompany.co.uk/clean-streets/)

**Channel 4**

As part of Channel 4’s 4 All the UK strategy, Channel 4 confirmed that it will open one of its two new creative hubs in Bristol. The new Creative Hub in Bristol will be a base for key creative decision makers supporting Channel 4’s relationship with the production sector – with a particular focus on supporting genres strongly represented in the South West, Wales and Midlands. Bristol’s approach to Partnership working was an important element in why Bristol was selected for the new creative hub.

**Stepping Up**

Stepping Up is a Positive Action Leadership Programme aimed at improving the representation of Black, Asian and Minority Ethnic people and other equalities groups, in senior leadership roles within Bristol and the wider region. This year the programme expanded to include other equalities groups including women and disabled leaders.

For more information see: [www.bristol.gov.uk/mayor/stepping-up-programme](http://www.bristol.gov.uk/mayor/stepping-up-programme)

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**Bristol Forum**

The Bristol Forum is an initiative inspired by the One City Approach. The aim of the Bristol Forum is to bring together researchers with organisations across the city to address the challenges we face and create positive action through research and collaboration. The first Bristol Forum on 29 March 2019 brought together over 200 attendees to a range of workshops and panel discussions spread across City Hall alongside a marketplace, interactive games and walking tours.

Supported by University of Bristol, University of the West of England and the City Office this was the first in a series of events to ask how we work together to tackle Bristol’s biggest challenges.

For more information see: [www.bristolforum.org.uk/](http://www.bristolforum.org.uk/)

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**City Fellows**

The University of Bristol City Fellows program is an initiative which aims to ensure that communities at the margin are considered as critical knowledge producers in decision making around city futures. Bristol City Fellows is an innovative new programme of fellowship opportunities for academics and practitioners working alongside communities at the margins, which aims to build inclusive cultures of collaboration in the city. These City Fellows will begin their work early in January 2020 but the scheme has been supported by University of Bristol, Bristol City Office and the Social Justice Project as a form of impact research.


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**URBAN ID**

Through the Urban ID project the University of Bristol in partnership with the University of West of England, Innovate UK and the UK Research Councils, has aimed to create a framework for diagnosing complex problems within four key urban challenges: Carbon Neutral City, Health and Happiness, Mobility and Access and Inclusion and Equality. The team of multi-disciplinary researchers are investigating difficult and life-affecting questions. While they do not expect to come up with all the answers, the aim is to understand how we might come together as a society to approach them.

For more information see: [www.bristol.ac.uk/cabot/what-we-do/urban-id/](http://www.bristol.ac.uk/cabot/what-we-do/urban-id/)
## Appendix 1 – City Office activity

### Organisations:

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Cabot Institute for the Environment
Can Do Bristol
Carnegie Mellon University
Channel 4
Childcare Solutions
Chartered Institute of Public Relations
South West
Citizens of the Future
City Centre Partners
City Funds
City Leap
City Listening Project
City to Sea
Climate Reality Training
Cold Homes
Common Purpose
Commonwealth Local Government Forum
Connected Cities Lab
Salary Finance
howplaceswork
Department for Digital, Culture, Media and Sport
Development Initiatives
Department for International Development
Digital Futures
Doncaster Council
Jacobs
Eurocities
Everyday Integration
Extinction Rebellion
Feel Brave Global Goals Football
Festival of Ideas
Festival of Sustainable Business
Finance Bristol and Bath
Finnish Mission to the UN
Fundraising Arts Bristol
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Future Parks
Gaia Education
Gesellschaft für Internationale Zusammenarbeit
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Golden Key
Goram Homes
Happy City
Hoare Lea
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HSBC
IDEAL Sustainable Development CIC
Innovate UK
Institute for Global Environmental Strategies
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International Development Committee
UK Parliament
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KPMG
LA City
Bristol Disability Equality Forum
Learning City Partnership
Liberacion
Living Wage Foundation
Local Government Association
Locality
London Sustainable Development Commission
LPS Group
Manor Community
Many Neighbourhoods One City
Maturity Institute
Golden Key
Microsoft
Ministry for Homes, Communities and Local Government
Mott McDonald
Natural England
Nesta
New York City
OECD
Commonwealth Association of Architects
One25
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West of England Housing Partnership
West of England Initiative
WeTheCurious
Women in Property
Womble Bond Dickinson
Women’s Safety Task Group
Bristol City Youth Council
Thank you and acknowledgements

The City Office wishes to thank everyone who has participated and supported us on the journey in 2019.

- All members of the One City Boards and the Advisory Committee on Climate Change
- All individuals who have attended the City Gatherings, City Drop-ins and any other One City events
- All organisations that have helped us out with use of office space and meeting rooms during the year
- All individuals who attend the city leaders sessions

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Any omissions are made in error and not intentional.

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