





**Brighton & Hove
City Council**

Older People's Council

Title:	Older People's Council
Date:	21 August 2012
Time:	10.00am
Venue	Room 126, King's House
Members:	Councillors: Hazelgrove (Chair) Tonks Bojczuk Eyles Steer Terry Brown Colin Vincent Morley Wakeling
Contact:	Sharmini Williams Overview & Scrutiny Support Officer 01273 0451 sharmini.williams@brighton-hove.gov.uk

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AGENDA

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- | | |
|--|----------------|
| 65. Apologies and Declarations of Interest | 1 - 2 |
| Councillor Geoffrey Bowden has given his apologies | |
| Potential new co-optee – Marion Couldery CV attached | |
| 66. Minutes | 3 - 8 |
| To consider (a) the minutes of the last meeting held on 19 June 2012 and (b) matters arising from the minutes. | |
| 67. Annual Report | |
| Mike Bojczuk | |
| 68. Update on the World Health Organisation (WHO)- Age Friendly City (AFC) | 9 - 12 |
| 69. OPC Expenses | |
| 70. Consultation on the Council's Corporate Plan | 13 - 26 |
| 71. OPC Work Programme and Update | 27 - 28 |
| 72. Any Other Business | |

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For further details and general enquiries about this meeting contact Sharmini Williams, (01273 29X0451– email sharmini.williams@brighton-hove.gov.uk) or email scrutiny@brighton-hove.gov.uk

Date of Publication 13 August 2012

MARION COULDERY

PREVIOUS EXPERIENCE RELEVANT TO THE WORK OF THE OLDER PEOPLE'S COUNCIL

1. My working career was in Social Services. I directly managed residential care homes for older people in Brighton and later, in Lewes, was responsible for two residential care homes as well as home care services and occupational therapy services.
2. In 1983 I moved to Croydon to manage services for older people and this included the section responsible for the inspection of private residential care homes.
3. While working in Croydon I studied at the University of Kent for an MA in the Management of Community Care Services.
4. I retired in 1998 and became a Magistrate in the Brighton Court, retiring from this at the age of 70 in 2005.
5. I also served as a member, and also Chair of the Community Health Council, (which monitored NHS Services locally) until it was replaced by the PALS system some years ago.
6. In 2006, I became a Volunteer in the Information and Advice Section at Age Concern (now AgeUK). Since then I have covered the Information Desk for one day a week answering all manner of queries from older people both in person and on the telephone.
7. In 2009 I became a member of the Well Being of Older People research project set up by the University of Brighton and Age Concern. I remained involved until the final report earlier this year and played a significant part in producing the booklet 'As Time Goes By', which passes on ideas to promote well being which were generated by the research.
8. Currently I am a member of a group developing training materials, based on the research, for people working in services for older people.
9. For the past 10 years I have been Leader of the Brighton RSPB Group. I am especially proud of the way we make it possible for older members, into their 80's and 90's, to continue remain active members of the group and to continue with a life time hobby.
10. I have lived in Hove for over 40 years, am married with three children and nine grandchildren.

Marion Couldery, July 2012

BRIGHTON & HOVE CITY COUNCIL

OLDER PEOPLE'S COUNCIL

10.00am 19 JUNE 2012

JUBILEE LIBRARY JUBILEE STREET BRIGHTON BN1 1GE. TEL: 01273 - 290800

MINUTES

Present: Hazelgrove (Chair), Tonks (Vice Chair), Bojczuk, Eyles, Steer, Terry, Brown, Vincent, Morley and Wakeling

Also in attendance: Councillor Ben Duncan

PART ONE

57. PROCEDURAL BUSINESS

57.1 Councillor Geoffrey Bowden had given his apologies for this meeting.

58. UPDATE FROM LOCAL OLDER PEOPLE'S ORGANISATIONS

58.1 Kat Pearce told the meeting she would be continuing as Chief Executive Officer of Age UK Brighton & Hove for a further 6 months. She said the organisation was introducing a new advocacy service, focusing especially to help people with issues such as care providers, including discharge from hospital and care homes.

58.2 Sue Howley said to increase the impact of each monthly meeting, Pensioner Action was focussing on two key themes each time – one identified by older people themselves plus one other from neighbourhood groups. Older carers would be the subject of this month's meeting to be held in the Friends Meeting House on 24 July, 10.30 – 1pm plus concerns about booking appointments with GPs experienced by older people who cannot or do not apply on-line. The meetings were arranged jointly with Age UK Brighton & Hove, The Carers' Centre and others.

58.3 The Pensioner magazine would be issued in July. Pensioner Action would have a stand at People's Day on 14 July.

58.4 A representative of the Pensioners' Association said the next meeting - the morning of 10 July at Patching Lodge would include the regular 'Have your say' discussion. This was very effective in homing in on people's concerns.

59. OLDER PEOPLE: KEEPING SAFE; FIRE SAFETY

59.1 East Sussex Fire and Rescue Service (ESFRS) Community Safety Officer Steve Wright gave a powerpoint presentation on Fire Safety for older and vulnerable people. The priority was to prevent fires, and reduce deaths, injuries and damage to buildings. Last year there had been as many as 10 deaths from fire compared with 4 in the previous year, and of these a high percentage were elderly with disabilities that were unknown to ESFRS.

59.2 Main causes of fires were unattended cooking and cigarettes/smoking. The maximum turn out time by ESFRS is 8 minutes to reach a fire even in more remote parts of East Sussex.

59.3 ESFRS provided free home safety visits for vulnerable people and are looking to visit at least 10,000 homes this year for residents who would benefit from a full risk assessment, advice and for those who are eligible, free smoke alarm including vibrating alarms for the hearing impaired. ESFRS was asking all agencies and organisations to check that staff were aware of the issues and encouraging everyone to refer vulnerable neighbours, to ESFRS. People with disabilities or drug or alcohol issues were eligible for the scheme.

59.4 Main advice to older people was to plan your escape if the main exit were blocked by fire and what to do if trapped – don't try to fight the fire as acrid smoke can kill quickly – and to keep a phone by the bed.

59.5 Answering questions, Mr Wright said smoke alarm batteries were designed to last 10 years which was usually the lifetime of the equipment and the alarm should be tested regularly. Smoke alarms were now compulsory for all new buildings and extensions and the average cost of an alarm is £12.

59.6 People's safety came first and therefore fire extinguishers, fire blankets or other methods were not normally recommended for use by older or vulnerable people. Small chip pan fires may be dealt with by turning off the gas supply if safe to do so.

59.7 The owner or managing agent of flats had responsibility to risk assess and test alarms and should have records. All flats should have at least ½ - 1 hour fire resistant doors. The Council was responsible to enforce homes registered as Homes in Multiple Occupancy. Housing Committee was to consider a new enforcement scheme scheduled to start later this year.

59.8 All schools had evacuation plans and are visited on a regular basis to receive safety education. The Football in the Community scheme included safety including fire and road safety.

59.9 Further information was available from <http://www.esfrs.org> or :
East Sussex Fire & Rescue Service, 20 Upperton Road , Eastbourne , East Sussex BN21 1EU. **Telephone** - 0303 999 1000 **Fax** - 01323 725 574 **Minicom** - 01323 462 003 **Email** - enquiries@esfrs.org

59.10 The Chair Jack Hazelgrove thanked Steve Wright for his presentation.

60. OLDER PEOPLE:KEEPING SAFE; COMMUNITY SAFETY

60.1 Councillor Ben Duncan, Chair of the BHCC Community Safety Forum, said the City Council worked closely with the Older People's Council. It was a pleasure to speak to the OPC, and he would report back to Councillor Geoffrey Bowden, who had given apologies for this meeting.

60.2 Councillor Duncan pointed out that CSF did not have decision-making powers but it included representatives of a wide range of public services and Community groups including tenants groups and local action teams.

60.3 He reassured the meeting that evidence showed that older people were less likely to be victims than other age groups. However older people did tend to be more fearful of crime. This perception was known to have an impact on older people's lives; such as feeling less safe when going out alone. Elder abuse was a known area of concern that was being addressed.

60.4 Councillor Duncan was pleased that the CSF acknowledged that the Brighton & Hove Community Safety Strategy took precedence over the Sussex-wide Sussex Policing Plan as it was tailored to local needs.

60.5 Community Safety Commissioner Linda Beanlands outlined the Partnership Community Safety Strategy, first developed in 1998. The Strategy was updated regularly but formerly it had not included a priority to increase the safety or feelings of safety of older people.

60.6 A Scrutiny Review of Older People and Community Safety had been led by Councillors and including John Eyles of OPC as co-optee. Detailed research and analysis from the Review had informed an action plan and Nahida Shaikh of the Partnership Community Safety Team was now leading on this work. Increasing the safety of older people and their perception of safety is now a priority in the current Community Safety, Crime Reduction and Drugs Strategy.

[The strategy is for a three year period starting last year hence covering 2011 – 2014. It is refreshed every year i.e. this has been updated in 2012 and published in April 2012 on the Partnership website. www.safeinthecity.info

Those interested can find the full strategy on the website under the subheading 'documents' and 'data' and then 'Community Safety Crime Reduction and Drugs Strategy.' It includes sections relating to all 13 priority areas of crime including Older People.]

60.7 The outcomes from the scrutiny review were circulated. Two unexpected findings were the extent to which older people experienced domestic violence and a link with the safeguarding of older people. Priority areas in the current Community Safety Strategy included Domestic Violence and other areas that were also specific to older people. There was now close working with the Adult Safeguarding Board, of which Linda Beanlands was a member.

60.8 More work was needed for example in providing practical information in an appropriate format for older people (not necessarily on-line). This would include contact details for emergency or advice services, advice on staying safe, and dealing with doorstep callers, and community links.

60.9 Francis Tonks Vice Chair and OPC rep on CSF, gave an update of yesterday's CSF meeting including: a debate on responsibility for savage dogs; a reduction in overall recorded crime, though a 50% rise in personal theft such as mobile phones and handbags; elections in

November for a Sussex Police Commissioner with reservations expressed about accountability and representation of Brighton & Hove within the Sussex policing area; and crime and health implications of alcohol misuse.

60.10 Councillor Duncan had for 5 years been a member of the Sussex Police Authority that sets the annual budget and local policing plan, holding the local police to account. It had sometimes seemed a 'lone voice' for Brighton & Hove within Sussex as a whole and Councillor Duncan said he was disappointed that in November, representation of policing issues for the City would be further diluted with the introduction of the Police and Crime Panel that would include one delegate from each District and Borough. However Councillor Duncan and would continue to work to represent Brighton & Hove, in holding the new Police Commissioner to account. *A further update was that a second representative had been appointed for the city and that this would be Councillor Warren Morgan.*

60.11 Harry Steer served on the Police Informal Advisory Group and was an observer on the Practitioners' Alliance Against Abuse of Vulnerable Adults. PAVA was an important group addressing elder abuse that was usually hidden, be it physical, mental or financial.

60.12 Nahida Shaikh pointed out that work was progressing on a joint action plan that included PAVA and the Adult Safeguarding Board, to help recognise elder abuse and know how to respond. Training sessions were provided to frontline staff and procedures were being integrated.

60.13 Janet Wakeling of OPC described an incident involving cold-calling in road where a number of elderly people lived. The Commissioner Community Safety said Trading Standards and the Police would investigate with a view to setting up a 'no cold calling' area.

60.14 OPC heard further details of: joint working on community safety between Neighbourhood Care Scheme and Pensioners Association, both of which were supported by the 'Impetus' Brighton & Hove charity. The Pensioners' Association was in a position to help get community safety information to residents that were more isolated and hard to reach.

60.15 There was further information on a pilot data system that included police recorded crime data and more 'weight' given to community intelligence; an extra analyst for the Partnership Community Safety Team; and a reference group on domestic and sexual violence that included older and younger age groups.

60.16 In answer to a question on abuse, OPC heard that statutory services including the City Council all had formal complaints systems that worked well, for example the Police Professional Standards Committee followed up complaints thoroughly. Ward Councillors were also well-placed to progress a complaint about a public agency; and Age UK Brighton & Hove provided an information and advice, and advocacy service.

60.17 A single non-emergency phone number for the police – 101 – could be used to leave a message with the local neighbourhood policing team. Though if a crime is in progress, or there is fear of a crime, then 999 should be used.

60.18 The meeting discussed pavement access and the use of paved areas outside shops and restaurants. *(It was later confirmed that the Access scrutiny review had been completed and no*

further monitoring was required; suitable policies and procedures were in place. If needed, local Councillors could be contacted regarding pavement obstructions)

60.19 The Environmental Initiatives Team could provide information on their work.

60.20 John Eyles, scrutiny co-ptee, congratulated the officers on progress with older people and community safety.

60.21 OPC welcomed the allocation of lead officer Nahida Shaikh plus 'Community Safety and Older People' updates for future OPC/older people's organisation meetings. **(ACTION: NS)**

60.22 OPC Chair Jack Hazelgrove thanked Councillor Duncan and the officers, welcomed the work in progress and looked forward to hearing updates.

61. MINUTES OF THE MEETING HELD ON 22 MAY 2012

61.1 Minor amendments were made to the draft minutes at 48.9, 52.2 and 55.5. At 55.1 Pensioner Forum should read 'Pensioner Association.' A revised version would be produced for signing by the Chair.

61.2 The Secretary Mike Bojczuk reported that 'Grey Matters' was now on OPC website(47.2 refers). At 48.5, the 21 August meeting would include The Keep – either a presentation in Kings House or a site visit followed by a meeting in the nearby Bridge Community Education Centre.

61.3 At 48.12 Sally McMahon the Head of Libraries had sent a note 'Each community library also holds local history resources, and in some cases there are touch screen digital displays (eg:Portslade) as part of a Micro Museum installation, so a trip to Jubilee Library is not always necessary for local history material.' Further information and answers to questions would be provided to the next OPC meeting.

61.4 At 51.1, council diaries not being available, the Scrutiny Officer would send to OPC Members the timetable of all public council meetings. OPC Members asked whether printer paper could be provided to them. An OPC Member asked about claiming bus travel expenses for OPC meetings. **(ACTION MvB)**

61.5 At 53 OPC heard of an expression of interest from a potential OPC co-optee, following Colin Carden's standing down as OPC Member.

62. APPLICATION FOR WHO AGE-FRIENDLY CITY STATUS

62.1 Secretary Mike Bojczuk updated OPC on the Age-friendly City Initiative that had been discussed with Strategic Director, Place on 3 May and subsequently at a meeting on 29 May with local older people's organisations, where it had been agreed to take a deputation re an application to WHO, to 19 July Council meeting.

62.2 The aim was to highlight the environmental, social and economic factors that influence the health and wellbeing of older adults; actions achieved, and successes plus future aspirations based on the views of older people.

62.3 Much activity was already under way in Brighton & Hove. MB was bringing this information together within the 8 WHO categories and under each Sustainable Community Strategy heading, and building a business case for a formal application. A draft would be passed around to meet the Council deadlines. **(ACTION MB)**

62.4 A number of people volunteered to form part of the deputation and policy documents such as 'Inclusive Mobility;' and Delivering Dignity' were mentioned.

63. OPC WORK PROGRAMME AND UPDATE

63.1 For People's Day (July 14th) a rota was agreed. Leaflets and display materials would be available at Kings House Room 128 for collection on Friday 13th July.

63.2 JW gave an update on the main discussion points of the Draft City Plan consultation and handed out copies of the quick reference guides. OPC had two full copies of the draft document for reference.

63.3 The Chair Jack Hazelgrove referred to an e-mail on reductions to the supported bus network. It was agreed that any reductions in bus services were regrettable. There was wide debate around the city and various methods of making your views known eg petitions etc.

63.4 John Eyles would like to be added to the Environment Committee e-distribution list.

63.5 The Mayor would be invited to the next public meeting – 18 September.

64. ANY OTHER BUSINESS

64.1 There was none.

The meeting concluded at 1.00pm

Signed

Chair

Dated this

day of

Application for Age Friendly City

Question- *Are there other related projects currently being planned or implemented in the city that specifically target older people? If yes, please describe them?*

There are a number of initiatives focusing on older people being progressed within the city. The council will be leading a working group of partner organisations including universities, health bodies, and voluntary & community sector group to develop the Age Friendly City programme of work. One of the first tasks will be to map all of the projects that relate to older people, those described below should therefore merely be seen as

The University of Brighton has been leading on a body of work on older people, more details of which can be found here:

- <http://www.brighton.ac.uk/sass/older-people-wellbeing-and-participation/>

There are a number of strategies dedicated to needs of older people, examples include:

The Community Safety and Crime Reduction Strategy has a specific section on older people following a scrutiny review into older people's perception of community safety. The full strategy can be found at:

<http://www.safeinthecity.info/files/2011-14%20Community%20Safety,%20Crime%20Reduction%20and%20Drugs%20Strategy%20-%201st%20revision.pdf>

Extra Care Housing

- http://www.brighton-hove.gov.uk/downloads/bhcc/housing/extra_care_strategy_final.pdf

Housing:

- http://www.brighton-hove.gov.uk/downloads/bhcc/OP_HS_2009-2014_-_Executive_Summary_Final_draft_Jan_2010.pdf
- http://www.brighton-hove.gov.uk/downloads/bhcc/OP_HS_-_Final_Draft_Jan_2010.pdf

Older People Advocacy Groups:

- <http://www.olderpeoplescouncil.org/>
- <http://www.ageuk.org.uk/brightonandhove/>

Add to bit on baseline study

www.bhlis.org/resource/view?resourceId=1264

**Councillor Jason Kitcat
Leader of the Council**

Brighton & Hove City Council
King's House
Grand Avenue
Hove BN3 2LS

FCH/ALC
Main Building
WHO
Avenue Appia 20
1211 Geneva 27
Switzerland

23 July 2012

Dear Sir/Madam,

Brighton and Hove City Council is delighted to be writing to seek membership of the Age Friendly City network.

A city of approximately 270,000 Brighton and Hove is located on the south coast of Great Britain. The estimated population of those aged 60 and over is just over 48,000, with 2,200 of those over 90.

We are already unique within the UK having a democratically elected body, the Older People's Council (OPC), to represent the views of older people in the city. Indeed it was the OPC that spearheaded the campaign for this application. Supported by AgeUK Brighton & Hove, Pensioner Action, Community Service Volunteers (CSV), CVSF-FED, Carer's Group and the Alzheimer's Society this application represents a coming together of older people's groups and the council as we listen to our older residents and respond to their needs.

The age-friendly cities initiative would help provide the city of Brighton & Hove with expertise and advice as we seek to improve the city's offer to its older residents, something to which the council and partners are committed.

We are hopeful that you will consider our application favourably and look forward to working with you in the future.

Yours faithfully,



Councillor Jason Kitcat
Leader, Brighton & Hove City Council

Telephone: (01273) 296447
Email: jason.kitcat@brighton-hove.gov.uk

Leader of the Council
Green Member for Regency Ward

Consultation- 2012/13 Annual Update of Corporate Plan 2011-15

WELCOME

The Corporate Plan sets out Brighton & Hove City Council's strategic direction and priorities for the next four years. It describes how the council will help to deliver the vision of the city's Sustainable Community Strategy, by improving council services and through closer working with residents, businesses and community and voluntary organisations.

The Plan has five priorities:

- Tackling inequality
- Creating a more sustainable city
- Engaging people who live and work in the city
- A responsible and empowering employer
- A council the city deserves

Under each priority the Plan identifies specific commitments that will be undertaken each year to achieve the priorities. The commitments will be updated annually.

More detail about the activity of individual services and how they contribute to achieving the priorities of the Corporate Plan can be found within the council's business plans.

If you would like more detailed information about council services and local democracy visit:

Web: www.brighton-hove.gov.uk

Facebook: www.facebook.com/BrightonandHoveCityCouncil

2012/13 Annual Update of Corporate Plan 2011-15

PRIORITY 1: TACKLING INEQUALITY

- [Add Comments](#)

We believe that everyone has a right to a decent home, a good education, a job that pays for a decent standard of living, good health care and to feel safe in their community. We also strongly believe that no one should be disadvantaged from birth due to the neighbourhood or family circumstances they are born into. Over the next four years one of the council's five priorities will be to **tackle inequality** and to work for a fairer city.

Below are the key actions the council has committed to deliver in 2012/13 to help tackle inequality.

Commitments for 2012-2013 for Tackling Inequality

Commitment 1

- [Add Comments](#)

Look to reorganise services to vulnerable children and adults to provide more early help, reducing the need for crisis intervention.

Commitment 2

- [Add Comments](#)

Establish a new service for families in multiple disadvantage, working with 225 families this year to help prevent them from falling into need and helping them stay out of crisis.

Commitment 3

- [Add Comments](#)

Undertake a review of places in schools and agree a strategy for ensuring we have sufficient places to meet future needs for both four and eleven year olds.

Commitment 4

- [Add Comments](#)

Improve services for vulnerable teenagers by improving access to psychological therapies and supported accommodation.

Commitment 5

- [Add Comments](#)

Consult on the design and implementation of a new local council tax support system, which is required by central government, to ensure it meets the needs of local residents.

Commitment 6

- [Add Comments](#)

Increase access to community based mental health services by reviewing how we work with partner organisations, for example NHS Sussex Partnership Foundation Trust.

Commitment 7

- [Add Comments](#)

Provide more extra care housing and accommodation to meet the needs of the growing number of people who are living longer.

Commitment 8

- [Add Comments](#)

Review our work with partners to tackle rising street homelessness and improve health and life expectancy for rough sleepers.

Commitment 9

- [Add Comments](#)

Aim for 95% of council homes to meet the decent homes standard by April 2013.

Commitment 10

- [Add Comments](#)

Develop a Health and Wellbeing Strategy for the city.

Commitment 11

- [Add Comments](#)

Improve engagement levels and take up of Information Advice and Guidance (IAG), learning, skills and personal development for disadvantaged residents through the Learning Cities Project.

Commitment 12

- [Add Comments](#)

When council contracts come up for renewal our procurement team will, on a case by case basis, require contractors to submit bids that pay their staff a Living Wage.

Commitment 13

- [Add Comments](#)

Increase participation in sport and physical activity, particularly in disadvantaged neighbourhoods, for example by reviewing pricing across council sports facilities and improving the quality and availability of indoor facilities.

Commitment 14

- [Add Comments](#)

Develop a Community Banking Partnership to increase access to financial services, such as advice, banking, credit, deposits and education, starting with council tenants this year and then rolling out the approach.

Commitment 15

- [Add Comments](#)

Formalise the Community Partnership Safety Team bringing together the council and Police Service's Community Safety Teams dealing with anti-social behaviour, hate crime and domestic violence.

PRIORITY 2: CREATING A MORE SUSTAINABLE CITY

- [Add Comments](#)

We need to stimulate sustainable growth in our economy, creating jobs and new business opportunities. At the same time we must collectively reduce our carbon footprint and respond to the effects of climate change, already seen in recent severe winters. Over the next four years we will work to **create a more sustainable city** that balances, protects and enhances the natural and urban environment, whilst meeting social need and promoting economic success.

Below are the key actions the council has committed to deliver in 2012/13 to create a more sustainable city.

Commitments for 2012-2013 for Creating a More Sustainable City

Commitment 1

- [Add Comments](#)

Review the city's economic strategy using One Planet Living principles and implement the new Eco-tourism strategy working with partners, for example hotels in the city and the South Downs National Park Authority.

Commitment 2

- [Add Comments](#)

Launch a new investment prospectus to attract business to the city at the Eco Technology show at the Amex Stadium.

Commitment 3

- [Add Comments](#)

Develop a seafront strategy for key sites from Black Rock to King Alfred, including finding a new developer for the empty Peter Pan leisure park site on Madeira Drive and supporting the i360.

Commitment 4

- [Add Comments](#)

Develop a master plan to deliver 100% broadband coverage in the city with hubs of ultra fast access for businesses that depend on high speed access.

Commitment 5

- [Add Comments](#)

Plan for the new system of business rate retention from 2013/14 and consider its impact on the council's approach to economic development, planning and major projects.

Commitment 6

- [Add Comments](#)

Promote the newly refurbished and sustainable Brighton Centre to enhance the city's status as a conference and events destination.

Commitment 7

- [Add Comments](#)

Develop proposals for the introduction of a permit scheme for all road works across the city to minimise inconvenience.

Commitment 8

- [Add Comments](#)

Begin major improvement work to the Lewes Road, following the results of consultation, creating a better, safer and healthier travel route between key sites in the city – Circus Street Market, Preston Barracks, Amex stadium, Sussex University.

Commitment 9

- [Add Comments](#)

Begin a programme to replace and upgrade street lighting making it more energy efficient.

Commitment 10

- [Add Comments](#)

Develop and carry out a recycling campaign to increase domestic household recycling.

Commitment 11

- [Add Comments](#)

Commence planning for the implementation of the revised Waste Strategy, including extension of community recycling schemes and a pilot food waste collection (both subject to external funding) and a trial of a council operated commercial waste collection.

Commitment 12

- [Add Comments](#)

Develop an Allotment Strategy with allotmenters and other partners.

Commitment 13

- [Add Comments](#)

Implement the communication and engagement plan for the Biosphere Reserve Bid and finalise the overarching management plan.

Commitment 14

- [Add Comments](#)

Refresh the city's Cultural Strategy to ensure that culture remains a key driver for the city's economy and job creation, including new ways of delivering key cultural and heritage assets, such as the Royal Pavilion.

Commitment 15

- [Add Comments](#)

Develop proposals with the South Downs National Park Authority to develop Stanmer Park and its buildings as the city's gateway into the national park.

Commitment 16

- [Add Comments](#)

Redevelop parts of the New England Quarter to promote the area as the city's creative and digital media business hub.

PRIORITY 3: ENGAGING PEOPLE WHO LIVE AND WORK IN THE CITY

- [Add Comments](#)

Everyone should feel pride in and responsibility for the place in which they live or work. Over the next four years the council is focused on improving its **engagement with people who live and work in the city** to ensure council decision making is robust and takes account of local need. We want to encourage better participation in democracy, in community life, in the way we decide the future of our city and in the way we deliver services. In return we need to modernise what democracy looks and feels like to the city.

Below are the key actions the council has committed to deliver in 2012/13 to improve its engagement with people who live and work in the city in council decision making and service delivery.

Commitments for 2012-2013 for Engaging People Who Live & Work in the City

Commitment 1

- [Add Comments](#)

Support the community and voluntary sector to reconfigure the support available to groups and charities in the city.

Commitment 2

- [Add Comments](#)

Deliver a three year grants programme to support a range of community and voluntary organisations.

Commitment 3

- [Add Comments](#)

Establish the new council housing tenant scrutiny panel giving tenants a stronger voice in the management of council housing.

Commitment 4

- [Add Comments](#)

Implement the Travellers Commissioning Strategy 2012, seeking to balance the needs of Gypsy and Traveller communities and the city's settled communities.

Commitment 5

- [Add Comments](#)

Continue to develop libraries as hubs for community activity, and a key part of the city's advice and financial inclusion support.

Commitment 6

- [Add Comments](#)

Pilot a Young Mayor for the city.

Commitment 7

- [Add Comments](#)

Improve engagement with users and carers of adult social care services, using our learning from council tenant participation.

Commitment 8

- [Add Comments](#)

Implement the new committee system to enable all elected members to participate in formal decision making and better reflect the political make up of the council.

Commitment 9

- [Add Comments](#)

Introduce new neighbourhood governance pilots to enable people to make their voices heard on issues that matter most to them, including neighbourhood plans for new development and participatory budgeting trials.

Commitment 10

- [Add Comments](#)

Engage people in the design process to improve the public realm around Brighton Station and proposals to link up the open spaces of Valley Gardens.

Commitment 11

- [Add Comments](#)

Continue to improve how the council consults residents and businesses when setting its annual budget.

Commitment 12

- [Add Comments](#)

Hold quarterly 'Ask the Leader' interactive webcasts.

PRIORITY 4: A RESPONSIBLE AND EMPOWERING EMPLOYER

- [Add Comments](#)

The effort, the professionalism and the pride that employees of the council put into their work is at the heart of our success. Our 'People Strategy' is a commitment to be a **responsible employer**, to acknowledge – in the current climate – the pressure that people are under whilst striving to improve as an organisation at the same time. We will **empower** all colleagues, not only managers or senior staff, to be at the forefront of change.

Below are the key actions the council has committed to deliver in 2012/13 to make sure it is a responsible and empowering employer.

Commitments for 2012-2013 for A Responsible & Empowering Employer

Commitment 1

- [Add Comments](#)

Adopt our Customer Promise for colleagues, partners and Members:

- Be easy to reach
- Be clear and treat you with respect
- Listen and act to get things done

Commitment 2

- [Add Comments](#)

Introduce a framework which describes the behaviours and standards required of colleagues working at different levels across the organisation. This framework will be used as the basis for all recruitment, leadership, management and development work across the council.

Commitment 3

- [Add Comments](#)

Support early management intervention to resolve issues, disputes and conflict informally where appropriate.

Commitment 4

- [Add Comments](#)

Review the 'Dignity at Work' procedure with trade unions and colleagues across the council to ensure that it is effective.

Commitment 5

- [Add Comments](#)

Design, test and introduce a system of scored appraisals.

Commitment 6

- [Add Comments](#)

Revive the programmes of 'job shadowing' and 'back to the floor' activities and encourage greater take up.

Commitment 7

- [Add Comments](#)

Set up a programme of internal coaching support for managers.

Commitment 8

- [Add Comments](#)

Continue to work with all three current Workers' Forums to develop our organisation and people together.

Commitment 9

- [Add Comments](#)

Continue the work to develop 'Job families' as an aid to development and internal progression.

Commitment 10

- [Add Comments](#)

Ensure that all vacancies (including secondments) are openly advertised across the workforce (except from when they are ring-fenced as part of re-structuring).

Commitment 11

- [Add Comments](#)

Create ways for staff to increase their skills (e.g. skills pathways) at every level across the organisation to help staff move from one level to another and horizontally, widening skills and employment opportunities.

Commitment 12

- [Add Comments](#)

Promote, wherever possible, greater flexibility around how, when and where we work to improve efficiency and effectiveness, to improve customer service and to reduce costs.

Commitment 13

- [Add Comments](#)

Customise our employment policies to retain skills and experience and meet the needs of all generations in the workforce and all working patterns, styles and employment relationships.

Commitment 14

- [Add Comments](#)

As part of our One Planet Living Council work, support our colleagues in activities to encourage active, sociable, meaningful lives and to promote good health and wellbeing.

Commitment 15

- [Add Comments](#)

Continue work in consultation with the trade unions to set out the terms of any future package that we will make available for those who choose to volunteer for severance.

Commitment 16

- [Add Comments](#)

Produce a workforce strategy that enables us to anticipate and invest in areas of demand, scarcity and growth.

Commitment 17

- [Add Comments](#)

Develop an internal two-way Communications Strategy to improve awareness and understanding of the Corporate Plan.

Commitment 18

- [Add Comments](#)

Maintain our commitment to Investors in People and use the assessments to help check and monitor our progress with implementation of the People Strategy commitments.

Commitment 19

- [Add Comments](#)

Support managers in ensuring that they find the right balance between leading, managing and supervising the work of others and progressing their own individual workload, and their own professional development.

Commitment 20

- [Add Comments](#)

Develop a simple electronic skills audit tool for colleagues to input and update their own record of skills, qualifications and experience.

PRIORITY 5: A COUNCIL THE CITY DESERVES

- [Add Comments](#)

Brighton & Hove is a city with a strong image and strong communities. We will strive to be **a council the city deserves**. Reputation is built on trust and that means providing excellent customer service. Over the next four years we will review the way we work and the accommodation we work in to bring down costs, provide value for money and improve services. We will also take greater responsibility for the impact of our own operations on the environment.

Below are the key actions the council has committed to deliver in 2012/13 to build a council the city deserves.

Commitments for 2012-2013 for A Council the City Deserves

Commitment 1

- [Add Comments](#)

Develop a sustainability action plan and work towards becoming a One Planet Living Council, reducing our water, gas and electricity consumption and increasing our resilience to climate change risks such as drought.

Commitment 2

- [Add Comments](#)

Increase the number of electric vehicles used by the council.

Commitment 3

- [Add Comments](#)

Update the Customer Access Strategy, to include emerging technologies and define the next phase of improvements.

Commitment 4

- [Add Comments](#)

Upgrade the council's telephone system to make it easier for customers to contact us and help staff to work flexibly in more places.

Commitment 5

- [Add Comments](#)

Implement Workstyles phase 2 and develop a plan to 'workstyle' the remaining services to allow staff to be more flexible and mobile in the way they work, reduce our accommodation and carbon footprint, save money and improve customer support.

Commitment 6

- [Add Comments](#)

Develop and further roll out 'systems thinking' as the way in which our staff continually improve the way they work and focus on providing excellent customer support.

Commitment 7

- [Add Comments](#)

Implement the council's agreed Carbon Budgets for 2012/13 and develop a longer-term plan.

Commitment 8

- [Add Comments](#)

Continue the council's value for money programme to make better use of resources, to include further reductions in management and administration costs and rolling out category management in procurement.

Commitment 9

- [Add Comments](#)

Expand the number of support services we share with partners across the city and with partners, including joint purchasing of a regional data network to provide better linked, more resilient and cheaper broadband across public services.

Commitment 10

- [Add Comments](#)

Continue to strengthen the way we manage projects through the development of the council's project management framework to make sure all projects are delivered on time, within budget and to the agreed standard and outcomes.

Agenda items/ Speakers	Reason for the agenda item	Outcome & Monitoring
22 May 2012 Kings House 10am		
Brighton & Hove City Libraries	Library Services and Older People	Update and answers to questions. Further information requested
WHO Application: Age-friendly City	To discuss the 'vision'	Agree to investigate further – initial meeting with interested parties
OPC Constitutional Changes	Proposals re by-election and co-optees	Changes agreed
19 June 2012- JOINT PUBLIC MEETING – Fire Safety and Community Safety - Jubilee Library		
10am East Sussex Fire and Rescue	Older People Keeping Safe	
11am Councillor Ben Duncan, Chair, Community Safety Forum and Linda Beanlands		
OPC meeting previously scheduled for 17 July has been cancelled due to the People's Day event including Democracy Debate on 14 July		
21 August 2012 Kings House 10am		
The Keep – presentation by Wendy Walker		
WHO Application: Age-friendly City		
18 September 2012 10am AGM PUBLIC MEETING Jubilee Library CR1		
Mayor Councillor Bill Randall (confirmed)		

Housing Update (Nick Hibberd invited)		
23 October Kings House 10am		
Home Care Services		
20 November Kings House 10am		
18 December 2012		
22 January 2013 Kings House 10am		
19 February 2013 Kings House 10am		
19 March 2013 10am Jubilee Library CR1		
23 April Kings House 10am		
21 May Kings House 10am		
18 June 2013 10am Jubilee Library CR1		
23 July Kings House 10am		
20 August Kings House 10am		
17 September 2012 10am AGM Jubilee Library CR1		
22 October Kings House 10am		
19 November Kings House 10am		

Possible items for work programme:
 Alcohol and Older people
 Older People's Strategy
 Environment Improvement Team