

Items from North Residents Only meeting on 12th September June 2019

1. Door entry systems

There were several concerns about provision of door entry systems in low-rise blocks.

- Horton Road, Hollingdean
There are 8 blocks without any door entry systems. There are ongoing problems with anti-social behaviour in the blocks, including drug use, alcohol consumption, used needles being left lying around and people urinating in the communal areas.
- Hawkhurst Road, Coldean
The door entry systems are very old. They have been repaired repeatedly and there are now bits of metal sticking out which are dangerous for residents. The residents feel it is now time they were replaced.
- Highbrook Close, Bates Estate
There are problems with the trade buttons on the door entry systems. The systems are so old that it isn't possible to remedy this, and therefore new systems are needed.

The meeting agreed that all of these blocks need renewal or installation of new door entry systems, but none of them are scheduled to be done at present.

Action: 2 stars (II)

It was agreed to put this forward to the Area Panel and request that all of these blocks be surveyed with a view to adding the installation of door entry systems to the planned maintenance programme.

Response from: Jamie Smith, M&E Team

There are currently no plans to install door entry systems at Horton Road, Hollingdean. Generally our programme is focused on the maintenance of existing systems. We have noted that the stairwells currently have a large open space and do not have a communal main entrance door which a door entry system could control.

We would be happy to meet with residents to discuss their concerns around the ongoing anti-social behaviour that residents have experienced and appreciate this must be difficult for residents. I will refer this across to our Housing officers and Community Engagement Officers to contact residents and look at what solutions we can put in place to support residents.

The Door Entry System in Hawkhurst Road, Coldean has been identified for replacement at 1-4 and 6-9 Hawkhurst and is currently part of the 2021-22 replacement programme.

It would be really helpful if residents could report any concerns with the system to the repairs desk bhcc.repairs@mearsgroup.co.uk x0800 052 6140 or 01273 294409 with further information around location so it can be passed to the correct team to resolve.

During a site visit to check the door entry system we have noted that there was a metal security plate on the main entrance door which is in place to protect the latch from potential break in or anti-social behaviour.

The door entry systems in Highbrook Close, Bates Estate, have been identified for replacement at 323-330, 331-338, 339-346, 347-354, 355-368 and 369-382. Early engagement letters sent out on 17th June 2019 to residents and formal consultation letters were sent to leaseholders on 5th July 2019. Works have already commenced at 323-330, 331-338, 339-346, 347-354 and resident received a letter on the 4th September notifying them of the installation starting on 11th September.

In addition Horton Road has now had a housing officer allocated to the case and a block letter has gone out to the residents asking for more details and providing guidance on managing risk and reporting. The local PCSO's have been notified and asked to carry out drive-by's and provide a police presence. However, the North Team does need sufficient information before there can be any enforcement action.

Please let me know if you would like further information on any of the above.

2. Fire at Hollingdean refuse and recycling depot

There were concerns about the major fire at Hollingdean recycling depot on 26th August that may have had serious impacts on the health of people living nearby in Nettleton Court, Dudeney Lodge and other surrounding streets in Hollingdean.

A cloud was seen hanging over the depot for two weeks after the fire and local people are worried about possible chemical particles in the air locally.

Hollingdean Resident Association has attempted to contact Brighton and Hove City Council and Veolia, but have not been able to get any information.

Veolia plan to carry out an internal investigation but there is further concern that the outcome of this will not be made public.

Action: 2 stars (I I)

It was agreed to put this forward to the Area Panel with the following information being requested:

- a. What is the potential impact on local residents of the fumes from the fire?
- b. What is being done to prevent this from happening again?

Response from: Response Annie Sparks & Larissa Reed

Briefing on fire at Hollingdean Lane

At 22.50 on Sunday 25 August there was a fire at the waste transfer station in Hollingdean Lane

Council staff (Ian Greene) was on site from 23.00.

East Sussex Fire and Rescue Service were in control of the operation with initially 6 fire appliances were on site (this rose to 10 over the course of the incident)

Veolia manager on site and advised that was that it was non-toxic waste- the waste was general waste from households and seafront bins.

ESFRS sent out social media communications (tweet) advising people to close their windows, the council resent this message out. It was agreed that ESFRS would lead on communications for the incident.

It was advised by ESFRS that there was no requirement for any properties to be evacuated. The Fire Service did not knock on any doors, the police and council followed their lead on this. This was due to the late hour and not wanting to cause alarm or distress to residents. Under the Emergency Planning process, the councils Gold Commander, Pinaki Ghoshal was called at 1.10am on 26 August and given an update of the situation.

At 2am on 26 August, the Executive Director Environment Economy and Culture visited the site as he has responsibility for waste. – The person who is Gold Commander never visits the site of an incident whilst the incident is happening.

As is usual with emergencies of this nature, the lead authority was ESFRS and the council took a supporting role.

The incident was led and closed by ESFRS.

Following the fire, a small number of complaints were received about the effects of smoke. Advice was sought from PHE (Public Health England) and was shared

- Some of the substances present in smoke can irritate the lining of the nose, eyes, throat and lungs, and may cause symptoms such as coughing, feeling short of breath, chest pain, runny nose and eyes. In most cases these are short term.
- If symptoms persist, residents should seek medical advice call NHS 111. In the case of an emergency call 999.
- If residents were already seeing a health care practitioner about a long term health condition, such as lung or heart conditions, they should discuss their concerns with them.
- Although ESFRS were the lead agency, Public Health England was notified and all the communications from ESFRS and subsequent Council communication was consistent with PHE guidance for these situations. In effect this means the information provided to members of public on the basis of the ESFRS risk assessment by ESFRS and then reiterated by BHCC was a 'public health response'. PHE have not raised any significant public health issues for us to address locally.
- Officers have written to five local GP practices requesting any relevant activity subsequent to the event. One has confirmed they were not aware of any cases of clinical significance and we are following up to receive feedback from the other four practices. We are also aware that Royal Sussex County Hospital had not experienced any increased activity resulting from the fire in A&E or admissions.

- Officers from our Public Health Team were in contact with Public Health England, after the incident (on the Monday) and PHE confirmed that no additional public Health action was required.

Issues going forward

- We understand that this is concerning for residents and If there is evidence of ongoing clinically significant health impacts related to the fire we will contact PHE to seek further advice.
- We are happy to deliver further communications on the effects of smoke inhalation if this is required or wanted (e.g. reiterating the advice that any health impacts are usually short term, vulnerable people are at higher risk, people should seek medical advice if concerned). We will collaborate with PHE on this
- We are arranging a debrief with all key agencies including ESFRS and Public Health England. This is usual in any multi agency emergency.

3. Community Engagement Officers

There seems to be some confusion about the role of the Community Engagement Officers. Ian from Hollingdean Residents Association has been given a summary of their responsibilities from the Community Engagement Manager, but has been told by the local Community Engagement Officer that it is not their responsibility to deal with issues he raises and that they can only attend Residents Association meetings every 3 months. There was also concern that the Community Engagement Officers aren't doing any outreach to encourage residents to participate in the Resident Only meetings, Area Panel meetings or other aspects of the Resident Involvement structure. Terrence put forward the proposal that residents might find it easier to organise in micro Associations that cover just one or two streets or blocks, rather than a whole estate.

Action: Ill for North agenda setting meeting and all Area Panel agenda

Response from: Sam Warren, Community Engagement Manager, Communities, Equality & Third Sector- Team: 01273 296821

The Community Engagement Team is a new service that supports all residents within the city to be involved in any council service. Whilst the team have maintained their work with tenants groups, Area Panels and Service Involvement Groups, we are also working with a range of community groups, working on Neighbourhood Action Plans, supporting the development of volunteering and Neighbourhood Hubs.

As a team we are very keen to engage more residents in all areas of the councils work. In order to do this we have recently recruited a new administration worker and replaced the Estate Development role as this will enable the CEO's to get out onto our Estates and into the communities to do more face to face work with residents and community groups.

The team cover the whole city and cannot be available to come to every tenant association meeting, however we will always try to attend where possible and definitely do not have any policy that says we would only attend once every 3 months. If a resident, community or tenant group would like to work with a council service on an issue or idea, the role of the CEO's would be to support both the group and the service to communicate and resolve the problem or progress an opportunity. As the question doesn't state a specific issue I would like to offer to meet with the Hollingdean Residents Association to try to resolve any misunderstanding.

In relation to Area Panels and resident only meetings we are keen to involve as many tenants as possible, currently the structure and Terms of Reference for Area Panels state that only reps are able to participate fully in meetings and any other tenant would need to be an observer, it would be interesting to open this up to welcome more people. We are especially keen to ensure that all the tenant structures are more representative of the whole community including involving more young people, BME and LGBTQ residents in decision making. I welcome working with all groups and Area Panels to look how we open up participation. If you have ideas or thoughts on how we can engage more residents please do contact me directly on Sam.warren@brighton-hove.gov.uk

