

Brighton & Hove City Council

Council

Agenda Item 76

Subject: Council Service Delivery. Notice of Motion from the Labour Group

Date of meeting: 3 February 2022

Proposer: Councillor Wilkinson
Seconded: Councillor Appich

Ward(s) affected: All

This Council:

1. Notes the high volume of complaints that Councillors receive from residents rightly angry about basic council services failing to deliver – from missed refuse, recycling and garden waste collections; to overgrown weeds; to graffiti and litter on our streets, beaches and in our parks; to mismanagement of parking permits; and the general maintenance, upkeep and cleanliness of our city;
2. Notes that the Council's own 2020-21 year-end Corporate KPI results reflect the complaints from residents, and show the Council is performing below-target on the delivery of some essential services, and that some of these failures are systemic and long-running;
3. Recognises the challenges the pandemic has presented, and thanks and acknowledges the hard work council staff have undertaken over the past year, particularly as less than 10% were furloughed;
4. Recognises also, however, that lockdown is over and despite ongoing pandemic-related challenges, residents are right to expect improvements to the delivery of council services from the leadership of the Council.

This Council resolves to ask the Policy & Resources Committee to:

1. Urgently establish a cross-party Member Working Group consisting of six Members, two from each political party, and chaired by a Member of the official opposition on the Council. It would have the remit to investigate, review and discuss solutions to the systemic management failures behind the delivery of basic council services, namely waste and refuse collection, parking permits and street cleanliness, and provide recommendations to the Policy & Resources Committee and the Environment, Transport & Sustainability Committee on ways to improve these services.

Supporting Information:

<https://present.brighton-hove.gov.uk/documents/s170349/Corporate%20Key%20Performance%20Indicator%20target%20setting%20202122%20APX.%20n%206.pdf>

