

# Brighton & Hove City Council

## Policy & Resources Recovery Sub-Committee

## Agenda Item 31

**Subject:** Council Service Delivery  
Notice of Motion referred from Council on the 3 February 2022

**Date of meeting:** 21 April 2022

**Ward(s) affected:** All

**For general release**

### 1. SUMMARY AND POLICY CONTEXT:

1.1 To receive the following Notice of Motion which was debated at and referred from the full Council meeting held on the 3 February 2022.

### 2. RECOMMENDATIONS:

2.1 That the Sub-Committee responds to the motion concerning the impact of the pandemic and restoration of council's services either by noting it or where it is considered more appropriate, calling for an officer report on the matter as requested, which may give consideration to a range of options.

### 3. CONTEXT / BACKGROUND INFORMATION

3.1 The following resolution from the full council meeting held on the 3 February 2022 for the committee to consider is detailed below:

#### **Council Service Delivery**

This Council:

1. Notes the high volume of complaints that Councillors receive from residents concerned about performance of some council services 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 pandemic, as well as demonstrating complaints from residents, and show the Council is performing below-target on the delivery of some essential services, and that some of these issues are systemic and long-running; and also reflect the impact of cuts to public services made by government;
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 despite ongoing pandemic-related challenges, residents are right to expect improvements to the delivery of council services.

This Council resolves to ask the Policy & Resources Recovery Sub-Committee to request:

1. A new report to every meeting of the sub-committee outlining the council's steps to recovery in the following service areas:
  - waste and refuse collection,
  - parking permits
  - street cleanlinesswith the opportunity to ask questions of responsible senior officers and receive feedback on any recommendations and progress;
2. A report to an upcoming meeting of the Policy & Resources Recovery Sub-Committee outlining the council's roadmap to developing digital service delivery with inclusion at its heart.

**Supporting Information:**

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

**BRIGHTON & HOVE CITY COUNCIL**

**COUNCIL**

**6.30pm 3 FEBRUARY 2022**

**HOVE TOWN HALL - COUNCIL CHAMBER**

**MINUTES**

**Present:** Councillors Robins (Chair), Mears (Deputy Chair), Allcock, Appich, Atkinson, Bagaeen, Barnett, Brown, Childs, Clare, Davis, Deane, Druitt, Evans, Fishleigh, Gibson, Grimshaw, Henry, Hills, Hugh-Jones, Lloyd, Meadows, Mac Cafferty, McNair, Miller, Nemeth, Peltzer Dunn, Powell, Shanks, Simson, C Theobald, West, Wilkinson and Williams.

**PART ONE**

**76 COUNCIL SERVICE DELIVERY**

- 76.1 The Notice of Motion as listed in the agenda was proposed by Councillor Wilkinson on behalf of the Labour Group and formally seconded by Councillor Appich.
- 76.2 Councillor Brown moved an amendment on behalf of the Conservative Group which was formally seconded by Councillor Simson.
- 76.3 Councillor Clare moved an amendment on behalf of the Green Group which was formally seconded by Councillor Druitt.
- 76.4 Councillor Wilkinson confirmed that he was willing to accept the Green amendment but not the Conservative amendment.
- 76.5 The mayor noted that the Green amendment had been accepted and put the Conservative amendment to the vote which was lost by 11 votes to 23.
- 76.6 The mayor then put the following motion as amended to the vote:

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76.7 The mayor confirmed that the motion had been carried unanimously.