

Brighton & Hove City Council

COUNCIL

Agenda Item 76

Date of meeting 3rd February 2022

Notice of Motion

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>

