

Resident Questions for Housing Area Panel

Department	Community Engagement
Date question raised	28-03-2022
Date of Area Panel	17-03-2022
Area in city	East
Star rating applied by residents	3
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Sam Warren
Department / team	Community Engagement Team

Title of question: Compositing of items for Area Panel

Issue raised by residents:

The compositing of issues raised by two or more Areas can lead to a response that doesn't adequately address all the concerns raised by the four different resident only meetings.

Background:

The Community Engagement Team now composite issues raised by two or more areas, when preparing written responses for Area Panel. Sometimes, the problems identified, and questions raised are very similar and this can be effective. At other times the subject matter can be similar, but detail and nature of the query can be very different. When this is the case, a separate response should be provided for each item.

Action requested by residents:

It was agreed to raise this at all Area Panels.

When the written responses to Area Panel items are being prepared by officers the details and questions from each area should be considered carefully. The submissions from different areas should only be composited when officers are confident, they are actually similar to each other.

Officer Response: The Community Engagement Team have implemented a new system for officers to reply to Area Panel resident questions. Officers will be allocated a question and be given a template to reply to each question, this will include specific actions, a timeline and completion date if appropriate. This should resolve the issue of inappropriately compositing questions and make it clear for officers where there is a need for different answers. We will continue to monitor

this and are happy for residents to raise additional questions at the Area Panel meetings if they do not feel the reply has the right amount or quality of detail

Officer contact details: sam.warren@brighton-hove.gov.uk
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Specific Action: Implementation of new system for officers answering Resident Questions

Timeline: In place for May 2022 Area Panel

Start date May

End date: to be
monitored and
reviewed