

BRIGHTON & HOVE CITY COUNCIL

COUNCIL

6.30pm 21 JULY 2022

HOVE TOWN HALL - COUNCIL CHAMBER

MINUTES

Present: Councillors Deane (Chair), Allcock, Appich, Atkinson, Bagaeen, Barnett, Brown, Childs, Allbrooke, Davis, Druitt, Ebel, Fishleigh, Gibson, Grimshaw, Hamilton, Hills, Hugh-Jones, John, Knight, Lewry, Littman, Lloyd, Meadows, Mac Cafferty, McNair, Moonan, Nemeth, Osborne, Peltzer Dunn, Phillips, Pissaridou, Platts, Powell, Rainey, Robins, C Theobald, West, Wilkinson, Williams and Yates

PART ONE

12 DECLARATIONS OF INTEREST

- 12.1 Councillors Williams, Osborne, Pissaridou and Knight declared a personal but not prejudicial interest as a member of ACORN union.
- 12.2 No other declarations of interests in matters appearing on the agenda were made.

13 MINUTES

- 13.1 The minutes of the Council meeting held on the 7 April 2022 and the Annual Council meeting held on 26 May 2022 were approved and signed by the Mayor as a correct record of the proceedings.

14 MAYOR'S COMMUNICATIONS.

- 14.1 The Mayor gave the following communications:
- 14.2 I am sad to announce the deaths of three former councillors, two of whom are former Mayors: Ann Norman, Pat Hawkes and Frieda Warman Brown. I would ask you to stand for a minute's silence to mark their passing, and our thoughts are also with Councillor Simpson whose husband also passed away recently.
- 14.3 As we have a lot to get through this evening I will be brief in my mayor's communications. Two months in and it has been a busy learning curve. I am pleased to say there was lots going on to celebrate the Platinum Jubilee weekend, with the family picnic event in Pavilion Gardens, numerous street parties and church services, so I certainly hit the ground running.

- 14.4 Since then, I have had 62 engagements, meeting residents and groups across the city as people are keen to get out and about again after the lockdown, and I'm looking forward to a wide variety of further engagements during the coming year. I would also like to thank Cllrs Robins and O'Quinn for their support in covering events when I had Covid.
- 14.5 The Mayor Making event, which was postponed in May, will now take place on Friday 21st October, with a particular focus on the Mayors charities, so a date for you to put in your diaries.
- 14.6 Members will be aware of the devastating effects of avian flu on our local wildlife and I have been asked to particularly thank officers and members of local bird group volunteers who are working incredibly hard to alleviate their suffering.
- 14.7 I would also like to thank all officers, emergency services and resident volunteers for the work that they have been doing over the past few days to help people during the extraordinary heat wave this week.

15 CALL OVER FOR REPORTS OF COMMITTEES.

(a) Callover

- 15.1 The following items on the agenda were reserved for discussion:

- Item 17 - Review of Arrangements for Council and Committee meetings
- Item 18 - Kingsway to the Sea
- Item 19 - Audit Report on Member Expenses

(b) Receipt and/or Approval of Reports

- 15.2 The Head of Democratic Services confirmed that all the Items listed on the agenda had been reserved for discussion.

16 WRITTEN QUESTIONS FROM COUNCILLORS.

- 16.1 The Mayor noted that written questions from Members and the replies from the appropriate Councillor were taken as read by reference to the list included in the addendum which had been circulated prior to the meeting as detailed below:

(1) Councillor Fishleigh

- 16.2 Please would you confirm who is responsible for the slip road to East Brighton Golf Club. This is a sloping road from Roedean Road to the walled entrance of the golf club. If it is the council, would you please start the process of moving on the lived-in vans whose inhabitants are disturbing the peace.

Reply from Councillor Davis / Heley, Joint Chair of the Environment, Transport & Sustainability Committee

- 16.3 Thank you for your question.

This slip road is not owned by the council, so we have no jurisdiction over it and no records on who owns it. Further enquiries will need to be made on this.

Officers from our Traveller Liaison team undertook a site visit to identify the location, and found one lived in vehicle. However, given the land is not within council jurisdiction we will not be able to undertake any enforcement action to move this van on.

(2) Councillor Grimshaw

- 16.4 How many LA and Housing association tenant households are trying to transfer downsize through the Homemove system of bidding?
How long is the average wait time before a successful downsizing transfer happens?
How many bids does it take on average to successfully achieve a downsizing transfer ?
Is there any system in place to match down sizing transfers with households looking to upsize?

Reply from Councillor Gibson / Hugh-Jones, Joint Chair of the Housing Committee

- 16.5 On Homemove, there are currently 189 households who are seeking to transfer because they are under-occupying their current home. Of course, there will be other tenants who are under-occupying who want be registered for transfer.

Brighton & Hove City Council does not have access to data on all social housing tenants who are seeking to move. Some Housing Associations will re-let their properties outside of the Council's housing register, and most will retain a proportion of re-lets which are only offered to their tenants. Typically this would include people who are looking to downsize. Therefore, the true number of households looking to downsize is unknown to us.

How long is the average wait time before a successful downsizing transfer happens?
How many bids does it take on average to successfully achieve a downsizing transfer ?

Average timescales will vary based on a number of factors. For example, the property size needed. We will tend to have more 1-bed properties that become available for re-letting, because we have a high proportion of these in our stock, and people tend to move out of 1-bed homes more often because of changes in their household size and needs. However, 2-beds become available less regularly, so average waiting times tend to be longer. Waiting times will also vary depending on how selective bidders are on property type and location.. For example, street properties with a garden are very popular so only those with the highest priority (or longest waiting times) will be successful.

In practice, people who are looking to downsize will often have longer waiting times because . they tend to be more selective bidding on properties which are likely to have a high number of other households bidding.

Is there any system in place to match down sizing transfers with households looking to upsize?

Yes. This is called a 'mutual exchange'. This can be accessed via a dedicated address: mutualexchange@brighton-hove.gov.uk, where requirements can be registered. To qualify, each person must:

- have a secure tenancy agreement, not including introductory tenancies
- the properties being swapped meet everybody's needs
- be up to date with paying their rent

(3) Councillor Grimshaw

16.6 How many LA and HA homes in the city with an energy rating of C have the bare minimum 100mm of loft insulation? Recommendations have changed and new builds must have 300mm as minimum.

Should a private householder have loft insulation of 100mm or less they would qualify for grant funding to increase the insulation thickness.

Do Brighton and Hove City council have plans to increase loft insulation thickness in their properties to ensure that council tenants have the same levels of adequate insulation as private home owners?

Reply from Councillor Gibson / Hugh-Jones, Joint Chair of the Housing Committee

16.7 Achieving carbon reductions and sustainability in housing is a key priority in our Housing workplan. June Housing Committee considered a detailed Carbon Reduction in Housing update report, including progress on projects and future plans to support the council's ambition to be carbon neutral by 2030.

We have created a new cross tenure Housing Sustainability & Energy team which will be developing an Energy Plan for Council Housing, aligned to our Asset Management Strategy, and our Warmer Homes Scheme for private sector homes.

We do not currently have the information requested in relation to LA & HA homes.

We are currently in the process of reviewing our housing stock data to assess the feasibility of various energy saving and renewable energy measures. The condition of loft insulation will form a key part of this analysis. We are also working on the development of our private sector Warmer Homes scheme including reviewing data on non-Council-owned stock.

Installing or topping up loft insulation to recommended depths in all council homes where it is feasible will form part of our plans and programmes in future years to reduce Carbon emissions and residents' bills.

We are currently using existing programmes such as the Air Source Heat Pump programme to identify these opportunities now and will include it as an additional element in the Solar PV programme.

As part of our existing planned works roofing programme, we also install or increase insulation to 300mm.

In addition, the Housing Repairs & Maintenance roofing teams also undertake work around loft insulation top ups. This work is either generated by the tenant contacting us, roofing operatives noting the lack of insulation when inspecting the property or referrals from the damp team who are visiting the property to investigate damp/condensation. The team currently have a significant backlog of repair work. However once this backlog reduces we propose to encourage tenants to check their lofts and contact us

When undertaking replacement of loft insulation as part of our repairs service, this is either upgraded or replaced in full to 300mm to meet the current requirements.

(4) Councillor Childs

- 16.8 Given the 1000s of men in our city, both residents and visitors, suffer from incontinence, often brought on by cancer treatment, as well as a valued trans man community, will the council agree to install sanitary bins into all council owned men's toilets within a reasonable timeframe?

Reply from Councillor Davis / Heley, Joint Chair of the Environment, Transport & Sustainability Committee

- 16.9 Thank you for your question.

You raise a very important point. The team are undertaking a service review, and this can be included. However, budget would need to be allocated and Members can consider this as part of budget setting.

(5) Councillor Childs

- 16.10 Last year I asked that the Council provide an assurance that asbestos materials be labelled in situ in all school buildings. This does still not appear to have been undertaken. Will the council agree that upon re-survey, all ACMs in schools shall be prominently labelled with industry standard labels so as to warn occupants of the presence of this hazardous material and thus adhere to best practice in asbestos management?

Reply from Councillor Clare, Chair of the Children, Young People & Skills Committee

- 16.11 The Labour Group of councillors refused to agree a limit of written questions at a meeting of Policy & Resources Committee, despite having previously agreed it at Constitution Review Working Group. Since we have had repeated assurances that you will reduce the number of written questions you submit, to prove that a limit was not needed. Once again this is not being adhered to and as such I will not be providing an answer to your written question.

(6) Councillor Childs

- 16.12 Will the Council please agree to gate St James's Place in order to prevent the daily defecation and urination and other anti-social behaviour that our long suffering residents have to put up with?

Reply from Councillor Davis / Heley, Joint Chair of the Environment, Transport & Sustainability Committee

16.13 Thank you for the question. Unfortunately, it is not possible to gate this alleyway. About 15 or so years ago the rear section of this alleyway was subject to a highway extinguishment order and is gated from the rear boundary of the mind shop up to its northernmost boundary. This means that the current public highway designation runs from the street to the gate, and beyond the gate is no longer public highway and counts as the dwelling boundary for the properties beyond it.

There have been previous requests to gate the front section, however, as this would then completely restrict access to the residential properties further north on St James Place, this would not be possible under existing legislation. However, officers will ensure that the ASB issues highlighted is raised with police partners at the regular tasking meetings and also whether additional cleaning will be possible.

(7) Councillor Childs

16.14 Please can the Council provide details of compulsory purchase orders of land actioned or undertaken since May 2019?

Reply from Councillor Mac Cafferty, Leader of the Council

16.15 There have been no compulsory purchase orders of land actioned or undertaken since May 2019.

(8) Councillor Childs

16.16 Will the council agree to install two permanent iron footbridges over Madeira Drive to allow pedestrians to access the beach during motor rallies and other races and events?

Reply from Councillor Davis / Heley, Joint Chair of the Environment, Transport & Sustainability Committee

16.17 Motor events and speed trial events take place annually at Madeira Drive. The access to the beach will be able to be retained in future years during such events due to the new boardwalk access now created which allows access via the black rock station (at Black Rock) on the small number of occasions the Road is in use for these events. It is unlikely that permanent bridges would be acceptable from a planning view point in prominent locations over Madeira Drive and there is presently no funding allocated for such a proposal.

(9) Councillor Williams

16.18 I am involved in assisting a number of women who have been made homeless due to domestic abuse. I have found that accessing domestic abuse support services inadequate to say the least. I waited three weeks for a call back in one instance. Why is this and what is the administration doing about it?

Reply from Councillor Osborne / Powell, Joint Chair of the Tourism, Equalities, Communities & Culture Committee

16.19 Thank you for the question. I am sorry to hear of the experiences that you had accessing services to support those experiencing domestic abuse. The Department for Levelling Up, Housing and Communities (DLUHC) has awarded the city council additional funds to help it to meet its duties in relation to safe accommodation under the Domestic Abuse act. Amongst other things, TECC committee has agreed to use some of these funds to appoint a housing independent domestic violence advocate who will be co-located within the council housing teams. The role is to support individuals exploring housing options if they are subject to domestic abuse.

If details of the case/s can be shared we can look into these in more detail. Under changes introduced through the Domestic Abuse Act in 2021, people who are fleeing Domestic Abuse are now automatically deemed to be in Priority Need if they are homeless. In the first instance this will involve ensuring they are safe regardless of their tenure situation and then working with them to, if necessary, secure safe alternative housing. Understanding what happened in the case/s raised will help us ensure our process is working effectively and enable us to make improvements where this isn't.

(10) Councillor Appich

16.20 Would the Leader please set out what progress has been achieved in establishing a pilot care co operative called for by the Labour group a year ago and agreed unanimously?

Reply from Councillor Mac Cafferty, Leader of the Council

16.21 The care co-operative model can now be explored as commissioning plans are starting to move forward once again following the pandemic, which delayed the majority of the commissioning plans.

P&R Committee in July 2021 requested the Council to support a Care co-operative feasibility study which would look to develop a model of co-operative care services for homecare in the city for older adults and those with disabilities, in co-production with client groups. Due to the pandemic the majority of commissioning plans have been affected and in most cases, where put on hold, these are now starting to move forward. Care co-operatives are in the majority developed, owned and managed by their members and as such the commissioning relationship is different from traditional care services and the council would not look to establish a pilot scheme itself. However HASC are due to meet with an interested party and this model will be explored to consider the feasibility of care cooperatives models within the city and identify what support they may require.

(11) Councillor Brown

16.22 Why has the Council not publicised the consultation for the draft Pharmaceutical Needs Assessment more widely as it is a critical document for residents?

Some areas of the City , such as Hove Park Ward , are not well served. We have no doctors surgery, no dental practice and only one pharmacy that is located in a supermarket.

Reply from Councillor Shanks, Chair of the Health & Wellbeing Board

16.23 As part of the Pharmaceutical Needs Assessment (PNA) process to ensure we captured robust feedback from Brighton and Hove residents we conducted a telephone survey of 1000 residents that are representative of the population of Brighton and Hove. The findings from this survey are included in the full report and informed the report recommendations. The consultation process is another opportunity to check with residents regarding their views of community pharmacy. The consultation was put on the public consultation portal and was shared with all members of the PNA Steering group to share with their stakeholders, this included Healthwatch as well as Local Pharmaceutical Committee, NHS Sussex and NHS England. Healthwatch sent round the link to the consultation survey to its networks. A news story about the PNA assessment consultation was shared on the council's website and with local media on 29 June. A link to this has been shared on BHCC social media accounts a number of times and will continue to be shared regularly on social media until the closing date of 7 August. Information about the consultation were also shared with staff on the council's intranet on 30 June and was shared with all councillors from the HWB and has gone round to community and voluntary sector groups.

(12) Councillor Theobald

16.24 The civic flowerbed at Patcham Roundabout has been in a poor state this year. There are more weeds than flowers in it during the Jubilee weekend. Last year the Council planted the flower bed out but this year it didn't. Why is that?

Reply from Councillor Davis / Heley, Joint Chair of the Environment, Transport & Sustainability Committee

16.25 Thank you for your question.

I am pleased to let you know that the bed was planted at the beginning of July with a mixture of Cosmos and Salvias- Due to a national labour shortage, caused in parts by Brexit, City Parks are struggling to recruit sufficient numbers of staff, which has led to significant service disruption.

(13) Councillor McNair

16.26 When will CCTV be fitted at Birchgrove Crescent to stop the constant flytipping?

Reply from Councillor Davis / Heley, Joint Chair of the Environment, Transport & Sustainability Committee

16.27 Thank you for your question.

We recognise that there is a severe fly-tipping problem at Birchgrove Crescent. It is anticipated that cameras will be installed in October 2022. This will be reviewed after 6 months when I would expect to see a significant improvement.

(14) Councillor Bagaeen

16.28 The second public consultation on the City Downland Estate Plan closed on 8 July. What percentage of the city's BAME population took part in this consultation?

Reply from Councillor Davis / Heley, Joint Chair of the Environment, Transport & Sustainability Committee

16.29 Thank you for your question.

As at 8th July 2022, 10% of the respondents to the second consultation on the City Downland Estate Plan identified as BME. The consultation has been extended to the 15th July 2022 in order to give as much time as possible for all our residents to be able to read and comment on the plan and the latest feedback/figures are currently being analysed.

Officers have worked with Trust for Developing Communities during this second consultation in order for them to both publicise and promote the consultation through their existing channels of communication. We contacted them once the decision was made to extend the consultation and they have been proactive in getting the word out, to try and get as much reach as possible.

We have also met with the council's Equalities and Inclusion officer to look at ways we can increase the engagement with our BAME groups in the all-important implementation phase of the Plan. We are working on a programme for engagement with all our communities, including all our minority groups, for this stage and are looking to implement this advice and to also continue to work with the Trust for Developing Communities and the Downland Advisory Panel to ensure all groups are involved.

Feedback was received during the first consultation that more groups will want to be involved once we are at the implementation stage and discussing actual projects, as this offers more tangible changes for them and their families/communities. This engagement will therefore represent a critical element in the 'next steps' plan for the City Downland Estate Plan once endorsed by the council's Policy & Resources Committee in December and South Downs National Park Policy & Resources Board in early 2023.

(15) Councillor Bagaeen

16.30 Thursday 30 June was the deadline for council staff to complete mandatory information governance, GDPR and cyber security e-learning. According to an email from the chief executive late in June, Brighton and Hove was heading towards failing to meet the required 95% compliance meaning key partners could stop sharing vital information with us impacting our ability to deliver vital services. How did we as a city end up in this situation? Who bears responsibility?

Reply from Councillor Mac Cafferty, Leader of the Council

16.31 Our end of June figure was 79% against the target of 95%. We have sought an extension of 2 months to reach to the 95% target i.e. by the end of August 2022. It is particularly important for us to reach this target for our social care IT system users within children's and adults social care – their compliance rate is currently 85%. There is an officer steering group which is supporting staff to meet this revised deadline. Feedback from the steering group is that officers feel confident that the revised deadline will be met. Officers will generate regular compliance reports to track progress.

(16) Councillor Barnett

16.32 Can the Leader of the Council provide a date when staff will return to work and face to face services will resume so that residents can speak to a voice?

Reply from Councillor Mac Cafferty, Leader of the Council

16.33 It is not true to claim that council staff aren't working. Council staff have worked throughout the pandemic to support the city and maintain essential services. Many council services, such as street cleansing, refuse and recycling and home care services have continued to operate face to face throughout the pandemic while other services moved online in order to provide customer services in accordance with government guidance. The council is proud of staff that have continued to provide these essential services, and has ensured they are supported with safe methods of working during what has been a very difficult time.

Brighton Customer Experience Centre re-opened in September 2021. Hove Customer Experience Centre re-opened in April 2022. This has repeatedly been told to councillors – but something which you repeatedly ignore.

Our Hove and Brighton customer service centres are open Monday to Friday from 9am to 4.30pm. They provide support for people who need help in accessing council services or who need a computer or phone to do so. There is free internet access, computers, scanners and telephones for customers to use to contact or transact with the council. Staff are on hand to help people use these facilities. They can also advise on how best to contact particular council services either online or over the phone. All of our key services are contactable by phone

Where it is not possible for services to fulfil customer need either online or via telephone, face-to-face appointments are being provided.

There are many services where learning from the pandemic can improve customer service in the long term. For example, some of our most vulnerable residents are now able to access services digitally, and in a way that is much more convenient. In an environment where the council is seeking to deliver services in the most efficient way possible, we will use the experience of the pandemic to make long term changes that make council services such as parking or council tax easier for customers to access when and where needed using online access, whilst supporting those residents that may not be able to access services in this way.

(17) Councillor Lewry

16.34 What progress has been made on the following park improvements requested:

- a) Hangleton Park (Astro turf resurfacing of the Basketball Courts)
- b) Knoll Park (New Skate Park facility)

Reply from Councillor Davis / Heley, Joint Chair of the Environment, Transport & Sustainability Committee

16.35 Thank you for your question.

The Astro turf at Hangleton Park was repaired in February.

There is no money available at present for a new skate park facility at Knoll Park. City Parks desperately want to improve multi use games areas across the city, but no money has been identified (other than what is currently in the teams' work plan) and there is no additional capacity to take on any new projects. The team receive many requests for new skate parks and outdoor facilities, but to do this requires the capital investment and officers to deliver the works.

At the moment, the team are focusing on delivering a 3 million refurbishment programme improving play facilities across the entire city which is one of the largest investments in playgrounds anywhere in the country in recent years and demonstrates that we are prioritising the wellbeing and happiness of residents of all ages.

At the beginning of this month, Councillors agreed to submit the Kingsway to the Sea design to planning which will create a £13m park which incorporates sports facilities, including a new skate park, roller skate area and many other facilities for the whole of the city to enjoy.

(18) Councillor Bell

16.36 In 2017 the Council received a £12.1 million grant from the Coast to Capital Local Enterprise Partnership for Black Rock to fund some basic public regeneration works and bring the public realm back to an acceptable standard which could be accessed by the community.

The scope of works was to include ground works to prepare the site for future uses and some renovation of the historic buildings such as the Library buildings and a new sea defence wall. There was also provision for some basic investment to make the area attractive for people to visit with public toilets, a temporary pump track, play area and seafront classroom and a board walk along the beach.

The Black Rock rejuvenation is much needed to bring to life back to this part of the city. As the Coast to Capital Partnership said five years ago when awarding Brighton and Hove City Council the grant, 'as a progressive and growing City, Brighton would benefit greatly from the regeneration of this area'.

Having received the funding, it should have been a priority for the Council to get this work delivered, but like many other projects along the seafront, including Madeira

Terraces restoration, the Council has seemed slow and unable to deliver projects it has funding for or provide answers as to why the projects are not underway.

In March, five years on from this grant being awarded to the Council to conduct the works and with limited progress having been made on the ground, the council announced that it will now require an extra £3.9 million from local taxpayers to undertake it, bringing the total budget to £16 million.

The failure of the Council over so many years to regenerate this space has had a negative impact on the area, with large parts of the site looking like an industrial wasteland.

A large part of the site has been fenced off for years, attracting some of the worst graffiti in the city and acting as a physical barrier between Brighton Marina and the seafront. As the area has declined there have been problems with antisocial behaviour and the development of other social issues in the Black Rock area, including the degradation of the city's historic reading rooms and van dwellers. Many residents of the neighbouring residential areas at the Marina have felt unsafe walking around the area, particularly after dark.

Will the Leader of the Council advise:

- a) Does he feel that the Council has the capacity, skills and correct organisational structure to deliver large scale public works projects in the City?
- b) Will he personally take oversight to fix the issues that are causing delays with Madeira Terraces restoration and Black Rock Regeneration?
- c) Will lessons from the delays be learned for the rollout of future public works project, such as the Kingsway to the sea project, which received £9.5 million from the Government in the Budget last year?

Reply from Councillor Mac Cafferty, Leader of the Council

16.37 The Black Rock project is currently on site and making significant progress in transforming this important area of Brighton's seafront and has cross-party member oversight. The project has already successfully delivered its first phases of works including:

- Significant improvements to Duke's Mound including new road layout, signalling, landscaping and removal of many tons of waste & litter
- Relocation and expansion of the Local Wildlife Site with the support of Kew Garden's team: The bio-diversity net gain required from the project is a model of good practice in terms of the changes it will bring to mitigate the climate and the Bio-diversity Emergency.
- Moving the Seawall to enable a larger developable area. There was previously a complete lack of information about existing concrete structures in this area which the developer team mitigated with the completion of selective trial pits.
- Development of an 800 meter boardwalk to improve access to the beach which is open for use by the public and well received

The next phase will include the development a new access link between Black Rock and Brighton Marina, renovation of the historic Reading Rooms & Temple, and a temporary event space. The Reading Room and Temple are currently being marketed – and are

attracting strong interest , the council is confident it will let well with a good income stream. Occupation is targeted for the end of October 2022.

- The Project Team is collaborating with Parks and Highways to improve landscape design and reduce the use of high carbon footprint materials ie concrete
- Technical design is almost complete on the new access and contract procurement proceeding with final phase Contract to be signed now revised design has progressed.

Members continue to be updated at the Member Working Group meetings – with overall completion of the final phase due Q2 2023.

The project has already made significant progress making physical changes to a previously run-down area of the seafront. This has involved gaining planning permission, procuring a design team and construction partners and making significant progress with works. This has been within a context of unprecedented challenges for the construction industry with the combined impact of COVID, Brexit, global supply chain disruption and now the war in Ukraine all of which together are having a significant impact on costs, availability of skills/labour and delays with materials. These pressures are affecting many construction projects in the city and council regeneration projects the length and breadth of the country.

A key issue has been that the link road package had the tender returned significantly above its anticipated cost on second tender, after attracting no interest first time around. The team have now worked with our cost consultant and preferred contractor to significantly reduce this. The project team have also worked hard to protect the costs of the other ongoing works packages to limit the increases elsewhere.

The council manages a range of major projects and is continually looking at how lessons can be learnt and improvements made. But the amount of development in the city, evidenced by the number of cranes on the skyline, show that the council has a positive attitude towards good quality development and a track record of delivering project like Circus Street – which has started winning awards. As a member of the Strategic delivery board you have the opportunity to engage in the oversight of the Black Rock as well as all major projects in the city. Given your interest in this area of work I can look forward to seeing you at the next meeting, especially since you've not been to a meeting of the Board all year.

The project is transforming Black Rock, making it a pleasant and interesting area for residents and visitors to enjoy. Regular updates are posted on the Black Rock rejuvenation web pages and residents are able to contact a Black Rock community feedback email address with any queries blackrock@communityfeedback.co.uk.

(19) Councillor Meadows

16.38 We have been told there are 3,000 drain gullies that are either blocked or damaged.

What is the current plan to clear these?

Reply from Councillor Davis / Heley, Joint Chair of the Environment, Transport & Sustainability Committee

16.39 Thank you for your question.

There are in the region of 20,000 gullies in the city and 800 have been identified as being blocked, however this does not mean that the particular gully results in flooding as this depends on many factors. The adoption of a risk based approach means that the focus will be on those gullies with the highest risk (risk of flooding) and the city will continue to have a cyclical programme of emptying so that the risk of surface water is kept to a minimum.”

(20) Councillor Nemeth

16.40 Will the Chair agree to make plans to introduce more CCTV on Ingram Crescent in Wish Ward to tackle fly-tipping?

Reply from Councillor Davis / Heley, Joint Chair of the Environment, Transport & Sustainability Committee

16.41 Thank you for your question.

Housing have six cameras city wide, with one of these on the Ingram estate. This was positioned in the area experiencing the most fly-tipping, most of which was being driven to the site.

We recognise there is a wider problem with fly-tipping on the estate, however some of the fly-tipping hot spots are inaccessible for a CCTV camera, such as tunneled areas, so these cannot be considered. There are also further challenges with the other areas.

The most effective way of identifying fly-tippers is by use of a vehicle recognition system. Most of the fly-tipping in areas on the Ingram Estate not already covered by CCTV, is done by people bringing waste on foot, identifying them is not straight forward, we are looking at ways we can do this. If we are able to do this we will consider the Ingram estate, along with other areas when we move the cameras. This happens every six months and will next happen in October 2022. When we undertake the October review we will target areas with the highest-level fly-tipping and consider coverage city wide.

(21) Councillor Peltzer Dunn

16.42 Will the Chair agree to carrying out an audit of all Councillor expenses over the past seven years?

Reply from Councillor Wilkinson, Chair of the Audit & Standards Committee

16.43 As indicated in the recent report taken at Audit & Standards Committee, the process for managing Member Allowance claims needs to be digitised. Work to implement this action has begun and this will make the audit and review of claims simpler and quicker in the future. The officer resource required to review all past Councillor paper expense claims going back 7 years would be very significant and whilst I appreciate the request, this would not be a proportionate use of resources in my view. I am keen for the Council to ensure that the officer resource we do have is now focused on implementing a robust new digitised system which all members can have confidence in going forward.

(22) Councillor Simson

16.44 What plans does the Chair have to reduce traffic on Falmer Road which is now being used as a rat-run following changes to Lewes Road?

Reply from Councillor Davis / Heley, Joint Chair of the Environment, Transport & Sustainability Committee

16.45 Thank you for your question.

There are many factors that can affect traffic flows on individual roads. The Lewes Road transport scheme was completed a number of years ago now, but there has been some significant development there since then too. We have also experienced the more recent effects of Covid-19 which has disrupted and changed many people's work and journey patterns, and increased home deliveries. This has no doubt had an effect on traffic flows on roads approaching the city.

Falmer Road is classified as a B road and therefore it is expected that it will be a key route for some drivers. It is also the only connection between the A259 and the A27 and therefore there is no alternative route for some essential journeys that have origins or destinations along the coast and further inland.

I totally agree that we need to reduce traffic levels as a priority, as our city has limited roadspace for people and vehicles. This would lead to better air quality, less carbon emissions, quieter streets and safer roads – all of which will help our communities to lead better and healthier lives. Active travel, public transport and cleaner vehicles all have a role to play in providing transport options for everybody's daily journeys, whether local or longer distance. We have just secured almost £28 million pounds to improve local bus services in the next few years, and work together with train operating companies. We are delivering more infrastructure for walking, cycling and wheeling, and we will deliver a new contract for the BikeShare scheme. Our electric vehicle charging programme is one of the best in the country in terms of access to that infrastructure. How we manage parking and improve our traffic management using

technology, using smart traffic signals and our Transport Control Centre, also helps with the efficient movement of people and vehicles.

We are therefore doing what we can to enable change, but ultimately that change has to come from people's individual and collective decisions, whether travelling from home, for work or for leisure. The council's current programme of transport initiatives and investment, and the future objectives of the next Local Transport Plan, will inform and enable people to make decisions about:-

- 1) whether or not they need to travel;
- 2) whether or not they can shift some or most of their journeys to more sustainable and environmentally friendly forms of transport if they do need to travel; and
- 3) using a cleaner vehicle, when motorised vehicles are needed for essential journeys.

Those decisions will make the differences that are necessary to reduce traffic flows across the city, including Falmer Road. The city is a popular place and many journeys start or finish outside the city and therefore the actions of our neighbouring local authorities and their communities will also have an effect on transport and traffic here. We need to work together on this to deliver the changes that you and many others want to see on local roads, so if you have suggestions about what we could do in your area to reduce traffic, I would be happy to hear them.

(23) Councillor Pissaridou

16.46 I was very surprised to receive this from a local GP. It is a much needed and valuable thing to do. Can we join please?

"I am a GP at Mile Oak Medical Centre and I was looking forward to joining my practice to this national Breastfeeding Welcome scheme. But after doing all the work needed to join, I've found out that Brighton and Hove council is not involved in the scheme. I think that's a real shame as breastfeeding is so important for mothers, children and the sustainability of the planet. Please could you look into signing the city up to the scheme so that many venues and GP surgeries are able to join and support increasing our cities breastfeeding rates?"

Reply from Councillor Shanks, Chair of the Health & Wellbeing Board

16.47 The most recent published data showed Brighton & Hove had the highest rate of breastfeeding initiation in the South-East, however we are always seeking to improve on this so continue to work with partner organisations to promote the benefits of breastfeeding and support families locally.

Public Health will present a scoping paper on the Breastfeeding Welcome Scheme to the Early Help Partnership Board in October. This is a multi-agency group which includes representatives from the Council, NHS and Community & Voluntary Sector.

(24) Councillor Bagaen:

16.48 Why are there no council open vacancies for street cleansing and weeds removal on Blue Arrow? The advert closed on 7 July.

Reply from Councillor Davis / Heley, Joint Chair of the Environment, Transport & Sustainability Committee

16.49 There are open vacancies for Street/Beach/Weeding Operatives on Blue Arrow Website. (https://www.bluearrow.co.uk/jobs/jo220733485_1657525755-streetbeachweeding-operatives?currency=GBP&keywords=weeding)

Jobs are advertised across numerous different job boards and they are refreshed continuously. The feedback the Council has received is that the candidate pool is very sparse due to the Brexit and the ending of freedom of movement. We are offering a competitive rate for this level of role, however there is a shortage of candidates at the moment. This is not just affecting Brighton & Hove City Council, there is a national labour shortage.

17 REVIEW OF ARRANGEMENTS FOR COUNCIL AND COMMITTEE MEETINGS

17.1 Councillor Mac Cafferty introduced, and formally moved the report.

17.2 Councillor Brown moved an amendment on behalf of the Conservative Group which was formally seconded by Councillor Bagaen.

17.3 Councillor Allcock spoke on the matter.

17.4 Councillor Mac Cafferty in response to the debate confirmed that he did not accept the amendment.

17.5 The Mayor noted that an amendment to the recommendations had been moved and put it to the vote which was lost. The Conservative Group voted in favour of the amendment.

17.6 The Mayor then put the recommendations as detailed in the report listed in the agenda to the vote which was carried. The Conservative Group abstained from the vote.

17.7 RESOLVED:

- (1) That full Council agreed that the arrangements set out in the attached Protocol should cease to have effect immediately following the full Council meeting on 21st July 2022, subject to recommendations 2.2 and 2.3 below.
- (2) That full Council agreed that attendees are required to continue to wear masks at full Council and Committee meetings and to take an LFT test before attending those meetings, as set out at paragraph 3.6-3.7 of the report.
- (3) That the arrangements will be kept under review and the Chief Executive be granted delegated powers to modify the requirement regarding the wearing of masks and need for a lateral flow test ahead of Council or committee meetings if, following consultation with Group Leaders, he considers it appropriate.
- (4) That full Council noted the information in relation to ventilation at Hove Town Hall set out at paragraph 3.10-3.11 of the report.

18 KINGSWAY TO THE SEA

- 18.1 Councillor Mac Cafferty introduced the report, he highlighted that Kingsway to the Sea was a project which sought to transform the green spaces and sports facilities between the King Alfred and Hove Lagoon. The project would provide new and improved facilities in line with consultation, feedback, and future public expectations.
- 18.2 Councillor Appich spoke in support of the project.
- 18.3 Councillor Peltzer Dunn advised that he had referred the report to Council as he thought it was important that the Council appreciate the enormity of what had been achieved thus far. He thanked the Leader of the Council for his introduction of the report and extended thanks to Councillors Appich and Henry as members of the working party which met every month. He asked that there be further resident consultation. He stated that it was a wonderful chance for Hove and Portslade to benefit from an enormous Government grant. He concluded by thanking officers for the work undertaken on the scheme which had been second to none.
- 18.4 The Mayor stated that the report had been referred for information and moved that it be noted.
- 18.5 **RESOLVED:** That the report be noted

19 AUDIT REPORT ON MEMBER EXPENSES

- 19.1 The Mayor confirmed that the extract were draft minutes of the Audit & Standards Committee meeting held on 28 June 2022.
- 19.2 Councillor Wilkinson introduced the report. He advised that the report was referred to Council for information by the Conservative Group. He stated that a full debate took place at Audit & Standards Committee on 28 June 2022 and decisions were made to improve the current system for managing member expenses and a way forward agreed. Also, that all of the independent audit report recommendations were agreed with the following additional recommendations:
- All Members should be supported with, and regularly reminded of, their responsibilities to submit fully completed claim forms with supporting documentation within the relevant timeframe.
 - Democratic Services should consider whether it is possible to introduce electronic claim forms to reduce the possibility of a claim form being misplaced
 - That officers are instructed to consult with the Independent Remuneration Panel (IRP) regarding extending the time limit for submitting claims to three months
 - That the Committee receive an update report as soon as reasonably possible to a future meeting.

He further stated that as Chair of Audit & Standards Committee that allegations of misconduct, particularly in relation to taxpayers money were taken incredibly seriously, was keen to ensure that Audit & Standards retained oversight of the issue and received the update as agreed.

- 19.3 Councillor Meadows stated that she had heard that Councillor Phillips had paid back claimed expenses however wondered if this was accurate as there remained 6 missing claim forms which could hold other information meaning further amounts outstanding. She highlighted that 3 claims from Councillor Phillips were included in the report. She stated that her questions had gone unanswered with the Council assuming the matter was now closed. She added that without the missing forms there could be no assumptions just speculations.
- 19.4 Councillor Littman stated that at the beginning of the Audit & Standards Committee meeting that the Monitoring Officer made clear in his introduction that the report cleared Councillor Phillips of fraud. He highlighted that Councillor Meadows accusation of fraud was directly contradicted by the report and that the audit was carried out by a senior audit manager from another council.
- 19.5 The Mayor stated that the report had been referred for information and moved that it be noted.
- 19.6 **RESOLVED:** That the report be noted

20 STANDING UP FOR RESPONSIBLE TAX CONDUCT

- 20.1 The Joint Notice of Motion as listed in the agenda was moved by Councillor Allcock, and formally seconded by Councillor Clare.
- 20.2 Councillor Hugh-Jones spoke in favour of the motion.
- 20.3 Councillor McNair advised that the Conservative Group would be abstaining on the motion.
- 20.4 The Mayor then put the following motion to the vote:

This Council notes:

- Around 17.5% of public contracts in the UK have been won by companies with links to tax havens;
- Two thirds of people (66%) believe the Government and local councils should at least consider a company's ethics and how they pay their tax, as well as value for money and quality of service provided, when awarding contracts to companies;

This Council supports the Councils for Fair Tax Declaration which encourages Councils to:-

1. Lead by example and demonstrate good practice in our tax conduct, right across our activities;
2. Ensure IR35 is implemented robustly and contract workers pay a fair share of employment taxes;
3. Discourage the use of offshore vehicles for the purchase of land and property from the Council, especially where this leads to reduced payments of stamp duty;
4. Where appropriate, undertake due diligence to ensure that not-for-profit structures are not being used inappropriately by suppliers as an artificial device to reduce the payment of tax and business rates;

5. Where appropriate, demand clarity on the ultimate beneficial ownership of suppliers UK and overseas and their consolidated profit & loss position, given lack of clarity could be strong indicators of poor financial probity and weak financial standing;
6. Promote Fair Tax Mark certification especially for any business in which we have a significant stake and where corporation tax is due;
7. Support Fair Tax Week events in the area, and celebrate the tax contribution made by responsible businesses are proud to promote responsible tax conduct and pay their fair share of corporation tax;
8. Support calls for urgent reform of UK procurement law to enable local authorities to better penalise poor tax conduct and reward good tax conduct through their procurement policies.

20.5 The Mayor confirmed that the motion had been carried. The Conservative Group abstained from the vote.

21 SUPPORT FOR YEAR-ROUND TEMPORARY ICE RINK IN BRIGHTON AND HOVE

21.1 The Notice of Motion as listed in the agenda was proposed by Councillor Fishleigh - Independent Councillor and formally seconded by Councillor Atkinson.

21.2 Councillor Robins moved an amendment on behalf of the Labour Group which was formally seconded by Councillor Appich.

21.3 Councillor Osborne and Nemeth spoke on the motion.

21.4 Councillor Fishleigh noted the comments and confirmed she did not accept the amendment.

21.5 The Mayor then put the amendment to the vote which was carried. The Conservative Group voted against the amendment.

21.6 The Mayor then put the following motion as amended to the vote:

“This Council notes:

- An ice rink has not been included in the Sports Facilities Investment Plan, but this council is supportive of a year-round ice rink in the city if an appropriate bid comes forward at an appropriate site

This Council also notes that:

- The land on the West side of the King Alfred is vacant and available now, although may not be appropriate or feasible for a year-round ice rink
- Local residents could be consulted in order to utilise this land for some form of meantime-use to community benefit, including a pop-up ice rink if feasible, before long term plans for the King Alfred take shape”

21.7 The Mayor confirmed that the motion had been carried.

22 ABORTION RIGHTS

- 22.1 The Notice of Motion as listed in the agenda was proposed by Councillor Ebel on behalf of the Green Group and formally seconded by Councillor Mac Cafferty.
- 22.2 Councillor Grimshaw moved an amendment on behalf of the Labour Group which was formally seconded by Councillor Appich.
- 22.3 Councillor Meadows spoke on the motion stating that it was not a matter for Brighton and Hove and the Council should be discussing local issues, not matters which were the responsibility of other authorities or countries and advised that the Conservative Group would be abstaining from the vote.
- 22.4 Councillor Knight spoke in favour of the motion.
- 22.5 Councillor Ebel noted the comments and confirmed that she accepted the amendment.
- 22.6 The Mayor then put the following motion as amended to the vote:

In light of the recent US Supreme Court decision to overturn Roe v Wade and the public perception that this could in turn erode abortion rights in the UK, this Council:

1. Reiterates its support for a woman's right to choose free, safe & legal abortion at a local, national and international level
 2. Expresses solidarity with women internationally and within the UK and its fundamental belief that women need to feel safe attending an abortion clinic. We deplore intimidating behaviour outside clinics. Where abortion is or has been made illegal, it still continues but unsafely
 3. Expresses support for the women of Northern Ireland where the government has failed to commission abortion services, despite legalisation to extend, forcing women to travel abroad for an abortion
 4. Expresses its support for women's rights organisations campaigning for a woman's right to choose, including the Alliance for Choice in Northern Ireland and Abortion Support Network which are supporting women with practical information, accommodation and the costs of travelling
 5. Expresses dismay that abortion continues to be criminalised in England, Wales and Scotland, unless certain criteria apply, and that women are increasingly being prosecuted for accessing abortion, including migrant women, many of whom are denied access to free abortions on the NHS
 6. Requests the Chief Executive write to the Government to ask them to enshrine the right to abortion in public law and remove abortion from the criminal statute book and regulate it as a health matter instead, ensuring free, safe and legal access across the UK
 7. Notes that since the closure of the BPAS clinic, local residents in need of abortions are finding it extremely difficult to access services causing delays and unnecessary trips to London
 8. Requests officers work with local healthcare partners to ensure local abortion services are running efficiently and providing a local service to those who need it
- 22.7 The Mayor confirmed that the motion had been carried.

23 TAKE ACTION TO TACKLE GENDER INEQUALITY: FROM PERIOD POVERTY TO SAFETY, HEALTH AND EDUCATION

- 23.1 The Notice of Motion as listed in the agenda was proposed by Councillor Moonan on behalf of the Labour Group and formally seconded by Councillor Appich.
- 23.2 Councillor Powell moved an amendment on behalf of the Green Group which was formally seconded by Councillor Llyod.
- 23.3 Councillor Meadows spoke on the motion advising that this was a matter for consideration of the Health & Wellbeing Board and stated that the Conservative Group would therefore abstain from voting on this motion.
- 23.4 Councillor Fishleigh spoke in support of the period poverty element of the motion.
- 23.5 Councillor Moonan noted the comments and confirmed that she accepted the amendment.
- 23.6 The Mayor then put the following motion as amended to the vote:

Council notes:

- The US Supreme Court decision to overturn Roe v Wade
- Systematic and institutional misogyny meaning women being failed in areas ranging from justice to health
- Brighton & Hove has been ranked the worst city in the country for period poverty, with almost HALF of women and girls unable to afford basic sanitary protection
- Charities are still supporting red boxes in schools and food banks with sanitary products and commends the work of projects like the young-people led Brighton Period Project who collect and distribute products in the city
- Healthwatch survey data which shows over a THIRD of women in Brighton & Hove missed smear tests and critical cervical screenings last year although recognises the limitations of the data provided, meaning this may not be an accurate picture
- That Government intervention is needed, but that there are concrete real actions we can take to tackle period poverty, female health inequalities, and to improve safety and education some of which is already taking place in a variety of settings
- Services already provided by Brighton & Hove City Council, including support in schools such as the equality service provided on BEEM
- The recent consultation on the creation of a Violence Against Women and Girls Strategy

Therefore, resolves to:

- 1) Request Tourism, Equalities, Communities and Culture Committee to ask officers to bring forward a report, in consultation with residents who self-define as a woman or another marginalised gender identity, and women's organisations and other organisations such as youth services and public sector partners in the city, that outlines a new Gender Equality Strategy, aimed at tackling gender inequality in the city

- 2) Further requests TECC to ask officers to include in the report information on work already ongoing, alongside any new proposals to work in partnership to tackle gender inequality to focus on four key areas;
- Poverty (to consider distributing free sanitary products at community centres and youth clubs)
 - Health (including requesting that the NHS to consider a public health awareness campaign to improve cervical screening rates)
 - Safety (including improvements to support services for victims of VAWG, and a Night Time Safety Charter and a consultation to hear from women and girls on improving street safety)
 - Education (including rolling out further commissioned services such as anti-misogyny and gender equality training)

23.8 The Mayor confirmed that the motion had been carried. The Conservative Group abstained.

24 LICENSING SCHEME FOR SHORT TERM HOLIDAY LETS AND AIRBNBS

24.1 The Notice of Motion as listed in the agenda was proposed by Councillor Williams on behalf of the Labour Group and formally seconded by Councillor Allcock.

24.2 Councillor Osborne moved an amendment on behalf of the Green Group which was formally seconded by Councillor Gibson.

24.3 Councillor Lewry spoke in favour of the amendment as in the last few years the matter had previously been investigated by the council and concluded on each occasion that the council had no power for licensing short term lets which was a national matter.

24.5 Councillor Williams confirmed that she did not accept the amendment.

24.6 The Mayor then put the amendment to the vote which was carried. The Conservative Group voted in favour.

24.7 The Mayor then put the following motion as amended to the vote:

This committee notes:

- The disruption, distress, and exacerbation to the housing supply crisis that the rise in short term holiday lettings such as AirBnB have inflicted on our local communities
- That some short-term holiday lets have replaced long term rental accommodation, stifling supply of rented accommodation and in turn driving rents up and conditions down
- The detrimental impact holiday lets have on local hotels, bed and breakfast establishments and our aim for a circular local economy that builds community wealth

This council also notes:

- The council has previously reviewed options to regulate short term lets (1) (2), which confirmed that it has no powers to license short term lets
- The government have recently assessed the impact of short term lets in England (3) and have launched a consultation on regulation in June 2022, which closes on 21st September. (4)

Therefore, this Council resolves to:

- 1) Request a report to come to next TECC Committee which provides updates on the report from March 20, including new legislation in Wales, changes in tax policy, and suggestions made by AirBnB themselves (5)
- 2) Submit a response to the government's call for evidence
- 3) Request the Chief Executive write to the Housing Secretary, lobbying for powers to;
 - Designate a minimum percentage of rented housing to be reserved for long term lets, and place a cap on the number of holiday lets
 - Introduce a licensing scheme similar to that laid out by the Welsh Government, to not only limit the number of second homes and holiday lets, but to ensure fair taxation is extracted from them
 - Change planning laws to require landlords wishing to convert their property into a holiday let to have to apply for change of use to a new class use for holiday lets

24.8 The Mayor confirmed that the motion as amended had been carried. The Conservative Group voted in favour.

25 CUSTOMER SERVICE

25.1 The Notice of Motion as listed in the agenda was proposed by Councillor McNair on behalf of the Labour Group and formally seconded by Councillor Meadows.

25.2 Councillor Clare moved an amendment on behalf of the Green Group which was formally seconded by Councillor Yates.

25.3 Councillor Yates spoke in favour of the motion.

25.4 Councillor Meadows confirmed that she did not accept the amendment.

25.5 The Mayor then put the amendment to the vote which was carried. The Conservative Group voted against the amendment.

25.6 The Mayor then put the following motion as amended to the vote:

This Council:

- Recognises and appreciates that the pandemic has seen an unprecedented challenge for staff at the City Council;

- Notes that some services have not offered a face-to-face customer support service for many years, with services such as City Clean offering a phone/digital only service since at least 2007
- Notes that there has been a 55% increase in stage 1 complaints regarding customer service but notes that this represents an 11% increase compared to pre-pandemic year of 2019/20 when adjusted against customer contact levels;
- Believes that a satisfaction rate of 57% for transactional council services is disappointing but commends council teams for achieving 1% above the national average for satisfaction and improving satisfaction in the year where the national average was dropped;
- Notes that against the backdrop of continued cuts from Government to the council's budget, we need to adjust our method of delivering customer service to best use our resources.
- Believes that customer satisfaction will increase if we provide a range of ways to contact the council, including a 24/7 digital service, as is standard in industry and deploy our resources to meet customer demand across all channels.
- Welcomes that an in-person service has been offered at Hove and Brighton Customer Service Centres since as early as September 2021, and welcomes these services continuing to be well-staffed with direct links to key service teams, to ensure residents can access key services such as Housing, Parking, Libraries, Benefits and Bereavement, and Financial Advice 9-5 5 days per week in-person, alongside a focus on improving digital access, which will help to ensure that the most vulnerable residents, including often the poorest, the elderly, the dyslexic, and the hard of hearing, are able to access council support in the way that works for them.

Therefore, resolves to:

1. Express its support for ensuring that key services such as Housing, Parking, Libraries, Benefits, Bereavement, and Financial Advice, and Rubbish and Recycling will provide customer service in a variety of ways that meets customer needs through the continued development of the current operating model taking into account customer feedback;
2. Further express its support its support for an improved contact rate to letters, phone and online
3. Expresses support for continued hybrid working where appropriate, so long as working from home does not impact upon residents being able to access services over the phone or in-person

25.7 The Mayor confirmed that the motion as amended had been carried.

25.8 **RESOLVED**

This Council:

- Recognises and appreciates that the pandemic has seen an unprecedented challenge for staff at the City Council;
- Notes that some services have not offered a face-to-face customer support service for many years, with services such as City Clean offering a phone/digital only service since at least 2007

- Notes that there has been a 55% increase in stage 1 complaints regarding customer service but notes that this represents an 11% increase compared to pre-pandemic year of 2019/20 when adjusted against customer contact levels;
- Believes that a satisfaction rate of 57% for transactional council services is disappointing but commends council teams for achieving 1% above the national average for satisfaction and improving satisfaction in the year where the national average was dropped;
- Notes that against the backdrop of continued cuts from Government to the council's budget, we need to adjust our method of delivering customer service to best use our resources.
- Believes that customer satisfaction will increase if we provide a range of ways to contact the council, including a 24/7 digital service, as is standard in industry and deploy our resources to meet customer demand across all channels.
- Welcomes that an in-person service has been offered at Hove and Brighton Customer Service Centres since as early as September 2021, and welcomes these services continuing to be well-staffed with direct links to key service teams, to ensure residents can access key services such as Housing, Parking, Libraries, Benefits and Bereavement, and Financial Advice 9-5 5 days per week in-person, alongside a focus on improving digital access, which will help to ensure that the most vulnerable residents, including often the poorest, the elderly, the dyslexic, and the hard of hearing, are able to access council support in the way that works for them.

Therefore, resolves to:

1. Express its support for ensuring that key services such as Housing, Parking, Libraries, Benefits, Bereavement, and Financial Advice, and Rubbish and Recycling will provide customer service in a variety of ways that meets customer needs through the continued development of the current operating model taking into account customer feedback;
2. Further express its support its support for an improved contact rate to letters, phone and online
3. Expresses support for continued hybrid working where appropriate, so long as working from home does not impact upon residents being able to access services over the phone or in-person

26 PUBLIC TOILETS

- 26.1 The Notice of Motion as listed in the agenda was proposed by Councillor Nemeth on behalf of the Labour Group and formally seconded by Councillor Bagaeen.
- 26.2 The Mayor noted that there were two amendments in relation to this motion as set out in the addendum papers.
- 26.3 Councillor Hugh-Jones moved the first amendment on behalf of the Green Group which was formally seconded by Councillor Mac Cafferty.
- 26.4 Councillor Allcock moved the second amendment on behalf of the Labour Group which was formally seconded by Councillor Appich.

- 26.5 Councillor Bagaeen spoke in favour of the motion.
- 26.6 Councillor Nemeth confirmed that he would not accept the amendments.
- 26.7 The Mayor then put the Labour Group amendment to the vote which was lost.
- 26.8 The Mayor then put the Green Group amendment to the vote which was lost.
- 26.9 The Mayor then put the following motion to the vote:

This Council:

- Recognises huge public dissatisfaction over the current state of the public toilets across the city;

Therefore, resolves to:

1. Request that officers consider the immediate provision of portaloos where appropriate;
 2. Request the Chief Executive to widely communicate existing information regarding the list of proposed refurbishment dates for each toilet block;
 3. Request that the Environment, Transport & Sustainability Committee asks officers to bring forward a report which outlines options for other interim measures.
- 26.10 The Mayor confirmed that the motion had been lost. The Conservative Group voted in favour of the motion.

26.11 **RESOLVED**

That the motion was lost.

27 CLOSE OF MEETING

The meeting concluded at 9.18pm

Signed

Chair

Dated this

day of

2022

