

Residents Questions, 2- star West Area

W2.1 Housing Surgery prior to Area Panel

<b>Area in city</b>	West
<b>Star rating</b>	2 star / Local area issue
<b>Date question raised</b>	12 <sup>th</sup> December 2024
<b>Week of Area Panel</b>	17 <sup>th</sup> March 2025
<b>Deadline for officer response</b>	7 <sup>th</sup> February 2025
<b>Name of officer responding</b>	Sam Nolan
<b>Officer job title</b>	Community Engagement Team Manager
<b>Contact Details</b>	sam.nolan@brighton-hove.gov.uk

*W2.1 Question*

<b>Issue</b>	Signage and information about the individual housing enquiries surgeries prior to Area Panel needs to be improved.
<b>Background</b>	The individual housing enquiries surgery is really useful, but residents are not always aware that it is happening, or where it is taking place. This was raised as a problem at the West November Area Panel and Justine Harris asked for any suggestions about how to advertise it differently and what else could be done.
<b>Request or Question</b>	<p>The following suggestions were raised:</p> <ul style="list-style-type: none"> <li>• Information about the individual housing enquiries surgery should be more prominent in the agenda papers – a flyer or big notice on the front page was suggested.</li> <li>• Someone from the Community Engagement Team (CET) needs to arrive earlier for the meeting, as residents are kept waiting in the foyer until Council staff are there.</li> <li>• A member of the CET needs to be at the reception desk during the period that residents are arriving, to tell them about the individual housing enquiries surgery and direct them to the appropriate place.</li> <li>• Signs should be put up to indicate where meetings are taking place.</li> <li>• At the surgery, it should be made clear which officers are there and what they can help with so residents know who to talk to – signs would be useful.</li> </ul>

*W2.1 Response*

<b>Response</b>
Thank you all of these are great ideas and will be implemented at the March meeting

*W2.1 Action*

<b>Action</b>	All suggestions to be implements from March 2025 onwards
<b>Start date</b>	March 2025
<b>End date</b>	

## W2.2 Neglected Garden Maintenance at Clarendon and Ellen

<b>Area in city</b>	West
<b>Star rating</b>	2 star / Local area issue
<b>Date question raised</b>	12 <sup>th</sup> December 2024
<b>Week of Area Panel</b>	17 <sup>th</sup> March 2025
<b>Deadline for officer response</b>	
<b>Name of officer responding</b>	Sarah Carlisle
<b>Officer job title</b>	Operational Manager –City Parks
<b>Contact Details</b>	Sarah.carlisle@brighton-hove.gov.uk

### W2.2 Question

<b>Issue</b>	Overgrown bushes, general lack of maintenance to green spaces on the Clarendon and Ellen estate.
<b>Background</b>	Garden maintenance is not carried out regularly, and often not done until it becomes a nuisance and safety hazard. Bushes along Clarendon Road need regular cutting back and this doesn't happen.  Conway Court and Clarendon & Ellen are taking up these issues, but there is general frustration and demoralisation over the fact that nothing gets done until residents push for it.
<b>Request or Question</b>	<ul style="list-style-type: none"> <li>• What regular maintenance is carried out on the gardens on the Clarendon &amp; Ellen Estate?</li> <li>• Why is the situation allowed to deteriorate to the state where it is a hazard?</li> </ul>

### W2.2 Response

<b>Response</b>
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Cityparks have a service level agreement & a specification to work to. A review of this agreement is underway.

Regular cutting is not in the current specification. Depending on the type of planting we are contracted to cut a certain number of times e.g. Shrubbery – 1 x Winter prune/1 x Summer prune

Mowing between March – October x 10 visits.

Obstacles or redesigned areas/access issues post contract mapping may hinder this.

Winter pruning should be completed by February end.

If hazards are identified they will be addressed when reported.

### W2.2 Action

<b>Action</b>	
<b>Start date</b>	
<b>End date</b>	

### W2.3 Structure of Area Panel Meetings

<b>Area in city</b>	West
<b>Star rating</b>	2 star / Local area issue
<b>Date question raised</b>	12 <sup>th</sup> December 2024
<b>Week of Area Panel</b>	17 <sup>th</sup> March 2025
<b>Deadline for officer response</b>	7 <sup>th</sup> February 2025

<b>Name of officer responding</b>	Sam Nolan
<b>Officer job title</b>	Community Engagement Manager
<b>Contact Details</b>	<a href="mailto:Sam.Nolan@brighton-hove.gov.uk">Sam.Nolan@brighton-hove.gov.uk</a>

### W2.3 Question

<b>Issue</b>	There is an imbalance between the amount of time spent on officers' reports and the amount of time given to residents to raise their concerns.
<b>Background</b>	There is limited time at Area Panel meetings, and it is difficult to cover everything. At the last West Area Panel the time for residents' questions was really squeezed. For residents, this is the most important part of the meeting and the balance between this and reports is not working well.
<b>Request or Question</b>	<p>Officers are asked to keep their reports short, summarise and highlight the most significant issues. There should be time for resident feedback and questions on the reports.</p> <p>Residents' questions should have a prioritized, protected time slot so it doesn't get squeezed or pushed off the agenda.</p> <p>Malcolm, the tenant co-chair, will raise these concerns at the agenda-setting meeting but also asked for them to be on the West Area Panel agenda for a formal response and to allow residents' comments.</p>

### W2.3 Response

<b>Response</b>
Thank you for your feedback. Officers will summarise and highlight the most significant issues to ensure there is enough time for resident feedback and questions on the reports.

### W2.3 Action

<b>Action</b>	At the Agenda Setting Meetings with co-chairs, the Community Engagement Team will continue to support the chair in setting agenda timing and ensuring confidence in controlling the meeting
<b>Start date</b>	All future rounds of Area Panel
<b>End date</b>	N/A

### W2.4 Repairs Complaints Process

<b>Area in city</b>	West
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<b>Star rating</b>	2 star / Local area issue
<b>Date question raised</b>	12 <sup>th</sup> December 2024
<b>Week of Area Panel</b>	17 <sup>th</sup> March 2025
<b>Deadline for officer response</b>	7 <sup>th</sup> February 2025
<b>Name of officer responding</b>	Grant Ritchie
<b>Officer job title</b>	Head of Housing Repairs and Maintenance
<b>Contact Details</b>	grant.ritchie@brighton-hove.gov.uk

#### *W2.4 Question*

<b>Issue</b>	How to raise issues if dissatisfied with the response to repairs complaints.
<b>Background</b>	When a repairs complaint is made the resident is given feedback on the complaint. In situations where the information in the feedback response is inaccurate, or does not deal fully with the complaint, there does not appear to be a way to follow up on this.
<b>Request or Question</b>	Ask for clarification of the process, and what can be done if you are not happy with the feedback you have received.

#### *W2.4 Response*

<b>Response</b>
<p>If someone is unhappy with a repair issue, the first step is to raise a formal Stage 1 complaint via the council's Customer Feedback team. That can be done online, over the telephone, via the post or in person.</p> <p>The complaint will then be investigated by our Repairs Customer Services team, and a full response issued within fourteen working days.</p> <p>If a complainant remains dissatisfied, full details of how to escalate their complaint are detailed at the bottom of the Stage 1 response letter.</p>

#### *W2.4 Action*

<b>Action</b>	
<b>Start date</b>	
<b>End date</b>	

#### Residents Questions, 3-star West Area

#### ALL AREAS 3.1 Process of Reporting ASB

<b>Area in city</b>	All AREAS
<b>Star rating</b>	3 Star/ city-wide issue

<b>Date question raised</b>	Thu 28 <sup>th</sup> November 2024
<b>Week of Area Panel</b>	Wed 19 <sup>th</sup> March 2025
<b>Deadline for officer response</b>	7 <sup>th</sup> Feb 2025
<b>Name of officer responding</b>	Janet Dowdell
<b>Officer job title</b>	Tenancy Services Operations Manager
<b>Contact Details</b>	janet.dowdell@brighton-hove.gov.uk

### *ALL 3.1 Question*

<b>Issue</b>	Improving communication with residents reporting anti-social behaviour.
<b>Background</b>	When residents report anti-social behaviour, they generally do not have a good experience. Communication is poor and the process isn't clearly explained. It can seem like no action is being taken and people experiencing ASB often feel abandoned.
<b>Request or Question</b>	<ul style="list-style-type: none"> <li>• What happens when a resident reports anti-social behaviour?</li> <li>• What information are they given?</li> <li>• Are they given clear information on the steps in the process, what they need to do, what the Council will do, how they will be kept informed about progress on their case and what support available?</li> <li>• Can everyone reporting an ASB issue be given a single, clear guide to the process, written in plain English? This needs to be available as a hard copy, not just online information.</li> </ul>

### *ALL 3.1 Response*

<b>Response</b>
<p>When a resident reports antisocial behaviour the Housing Officer should discuss the situation with them and follow up the discussion with a letter detailing the outcome of the interview and possible, or likely next steps. An important purpose of the letter is to explain what actions may, or may not, be possible and the need for evidence from them.</p> <p>If a diary sheet record of incidents is necessary, the resident will be given details of how to complete the table of events. This guidance is usually in writing.</p> <p>Victims of antisocial behaviour are assigned an officer as a specific point of contact who will support them and keeps them informed about the progress of the case, including how the city deals with anti-social behaviour, what will happen next and what is required from them in terms of evidence and information. The victim and the officer will agree details of how frequently the officer will contact the victim to update and support them and to monitor, and take action, to reduce the risk of the situation.</p> <p>We will be introducing a monitoring mechanism to evaluate the effectiveness of the specific point of contact arrangement with a view to improving the customer experience.</p> <p>We are reviewing the initial correspondence we have with the resident to ensure that it is a clear guide to the manner in which we deal with antisocial behaviour.</p>

### *ALL3.1 Action*

<b>Action</b>	N/A
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<b>Start date</b>	
<b>End date</b>	

### ALL AREAS 3.2 Support & Information for New Resident Association Reps

<b>Area in city</b>	ALL AREAS
<b>Star rating</b>	3 Star/ city-wide issue
<b>Date question raised</b>	Thu 28 <sup>th</sup> November 2024
<b>Week of Area Panel</b>	Wed 19th March 2025
<b>Deadline for officer response</b>	7th Feb 2025
<b>Name of officer responding</b>	Sam Nolan
<b>Officer job title</b>	Community Engagement Team Manager
<b>Contact Details</b>	sam.nolan@brighton-hove.gov.uk

#### ALL 3.2 Question

<b>Issue</b>	A contact and information pack is needed for people newly active in their community – either in a Residents’ Association or an informal group.
<b>Background</b>	<p>Residents who are active in their community can end up dealing with a huge range of different issues. When you go out you are often stopped by people with problems and complaints. Sometimes people come to you who are in great distress because of anti-social behaviour. This can be demanding and difficult and sometimes leaves representatives in a vulnerable position.</p> <p>It would really help new and current representatives if some clear information could be given to everyone, including, but not limited to:</p> <ul style="list-style-type: none"> <li>• Contacts for different departments</li> <li>• Contacts for their local Councillors</li> <li>• Contacts for their Community Engagement Officer</li> <li>• Information on how to deal with ASB issues, with a clear description of the process and what the victim has to do.</li> <li>• Information on how to deal with repairs complaints from residents</li> <li>• Some guidance on what the limits of their responsibilities are, who to contact in an emergency, what boundaries they need to set.</li> <li>• Some information on what support, training and information is available.</li> </ul>
<b>Request or Question</b>	Request that the Community Engagement team work with Residents’ Association representatives to put together an introductory contact/information pack for Residents’ Association representatives.

#### ALL 3.2 Response

<b>Response</b>
Resident Support Resources Update

We appreciate that being active in your community, whether through a Residents' Association or informal group, can be both rewarding and challenging. As a community representative, residents often approach you with various concerns, from everyday issues to serious problems like anti-social behaviour. This can be demanding and potentially leave you in vulnerable situations. We appreciate this suggestion and are committed to making information more accessible for all residents. Here's how we plan to improve our resources:

**Tenant Group Toolkit**

- An updated version is in development
- Previously previewed at Conference 2023

**New 'Your Voice' Platform**

We're combining information onto our new engagement platform, which will include:

**1. Contact Information**

- Department contacts
- Local Councillor details
- Community Engagement Officer information

**2. Process Guides**

- Anti-social behaviour (ASB) reporting procedures
- Repairs complaint process
- Emergency contact protocols

**3. Tenant Representative Resources**

- Role and responsibilities
- Support and training opportunities
- Boundary setting guidelines

The platform will be available both online and in print format to ensure accessibility for all residents. All this information currently exists on our website but is spread across different pages.

We can't do this without you so we would welcome tenant input to make sure we create a more user-friendly format on the Your Voice platform and in a possible paper format.

If anyone would like to join in this conversation let me know, I can make sure you receive an invitation to the next **Involvement & Empowerment meeting on April 8th, 2025**

*ALL 3.2 Action*

<b>Action</b>	Tenant Group Toolkit developed further with residents & circulated to all groups by Community Engagement Team
<b>Start date</b>	<b>Involvement &amp; Empowerment meeting April 8th, 2025</b>



<b>End date</b>	Completion of new resources June 2025
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### W3.3 Removal of Green Waste

<b>Area in city</b>	West
<b>Star rating</b>	3 Star/ city-wide issue
<b>Date question raised</b>	Thu 12 <sup>th</sup> Dec 2024
<b>Week of Area Panel</b>	Wed 19 <sup>th</sup> March 2025
<b>Deadline for officer response</b>	7 Feb 2025
<b>Name of officer responding</b>	James Harding
<b>Officer job title</b>	Operations Manager-City Parks
<b>Contact Details</b>	James.harding@brighton-hove.gov.uk

#### W3.3 Question

<b>Issue</b>	There is poor management of green waste on estates. Green waste is not removed, and residents are told that it will rot down and become compost, when this is not always the case.
<b>Background</b>	Not all of the green waste will break down - for example large branches from bushes and trees. Large piles of grass and weeds also blow about and re-seed. This causes a nuisance and potential hazard, while not providing decent compost. It makes it difficult for residents who are trying to maintain and use their gardens.
<b>Request or Question</b>	There needs to be either: <ul style="list-style-type: none"> <li>a. proper local management of composting and green waste, with managed areas where waste is broken down and composted safely and effectively <i>or</i></li> <li>b. removal of green waste to the main green waste sites at the Council city dumps.</li> </ul> How will the Council achieve this?

#### W3.3 Response

<b>Response</b>	<p>We are unable to achieve these requests, the resources and hours required to transport and process green waste is significant and would have a detrimental effect on the overall service.</p> <p>Most local authorities cut and drop clippings on grounds maintenance sites. The last 3 seasons have been difficult to manage due to the prolonged growth conditions we face throughout the year.</p>
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#### W3.3 Action

<b>Action</b>	none
<b>Start date</b>	
<b>End date</b>	

### W3.4 Sheltered Housing Group and Residents' Involvement

<b>Area in city</b>	West
<b>Star rating</b>	3 Star/ city-wide issue
<b>Date question raised</b>	Thu 12 <sup>th</sup> Dec 2024
<b>Week of Area Panel</b>	Wed 19 <sup>th</sup> March 2025
<b>Deadline for officer response</b>	7 <sup>th</sup> Feb 2025
<b>Name of officer responding</b>	Sam Nolan
<b>Officer job title</b>	Community Engagement Manager
<b>Contact Details</b>	sam.nolan@brighton-hove.gov.uk

#### W3.4 Question

<b>Issue</b>	Request for a re-launch of the Senior Housing Action Group.
<b>Background</b>	The senior housing action group has not met for some time. Some residents feel this is a lost opportunity to listen and learn from senior housing residents and would like to see it revived.
<b>Request or Question</b>	Ask the Community Engagement Team to support residents to re-launch the Senior Housing Action Group. Malcolm Campbell from Woods House is interested in being involved with this.  It was also noted that the Involvement & Empowerment group and the Residents' Inspection group have not been meeting. The Community Engagement Team was asked to provide a timetable for future meetings.

#### W3.4 Response

<b>Response</b>
<p>As part of the new Housing Regulator Standards, we needed to look at how we engaged with tenants and leaseholders. The prior Service Improvement Groups had dwindled in numbers and in the last meeting of the senior action group, none of the residents wanted to stand as chair or take on any actions from the group.</p> <p>Therefore, we made the decision, with the manager of Senior Housing, that the group would pause, and we would look at different ways of engaging with seniors.</p> <p>The seniors housing services engages with around a quarter of residents with regular scheme manager meetings - an average of 226 attendees since April 2024. This is a far greater reach than the action group ever achieved.</p> <p>The community engagement officers are still also working within the senior schemes with many groups of tenants, especially on EDB bids.</p> <p>In the next few months, we will be setting up some focus sessions and using a survey across the senior schemes to understand the issues and priorities of seniors. This will help us understand how seniors want to share their views with housing and help us involve a wider group of seniors. We will bring the results of this work to the Area Panels and if we find seniors do want a group that meets more regularly, we will look at how that can happen and what the focus would be using the information we have collected.</p>

Currently we are working on a new engagement action plan which will include how we regularly get the views and opinions of a wide and diverse range of residents. We truly value the skills and knowledge of residents that have been involved for years and will be asking them to work with us on developing this plan through the current I&E group. This will include considering any outstanding actions from all the prior service improvement groups. Any resident that is currently involved is very welcome to join I&E to work on the new engagement plans.

#### W3.4 Action

<b>Action</b>	Survey and focus groups to be set up in Feb/March 2024 I&E meeting to be set up in Feb/March 2024
<b>Start date</b>	Feb 2025
<b>End date</b>	April 2025

#### W3.5 Conditions for Rehousing Tenants

<b>Area in city</b>	West
<b>Star rating</b>	3 Star/ city-wide issue
<b>Date question raised</b>	Thu 12 <sup>th</sup> Dec 2024
<b>Week of Area Panel</b>	Wed 19 <sup>th</sup> March 2025
<b>Deadline for officer response</b>	7 Feb 2025
<b>Name of officer responding</b>	Janet Dowdell
<b>Officer job title</b>	Housing Operations Manager
<b>Contact Details</b>	Janet.dowdell@brighton-hove.gov.uk

#### W3.5 Question

<b>Issue</b>	West residents raised concerns about the re-housing of tenants who have caused extensive damage to previous properties.
<b>Background</b>	Residents are aware of situations where tenants who have caused substantial damage to one property are then re-housed and damage a second property in a similar way. There is frustration that this is allowed to happen: <ul style="list-style-type: none"> <li>a. Tenants who keep to their tenancy agreements and look after their homes are paying for the renovation of vandalised properties.</li> <li>b. Tenants who vandalise their properties are being given priority over people on the waiting list who would look after their properties well.</li> </ul>
<b>Request or Question</b>	<ul style="list-style-type: none"> <li>• What is the Council policy towards tenants who leave their homes in need of substantial repairs, cleaning and renovation?</li> <li>• At what point would the Council refuse to re-house a tenant? What triggers this?</li> <li>• What action does the Council take to help prevent a repeat offence when residents who have caused damage to previous properties are re-housed?</li> </ul>

**Response**

**What is the Council policy towards tenants who leave their homes in need of substantial repairs, cleaning and renovation?**

Tenant responsibilities in respect of repairs is clearly set out in the Tenancy Agreement:

- *“You must let us know when a repair that is our responsibility needs to be done.”*
- *“You must keep your home, including fixtures and fittings, clean and in good condition and make sure that other members of your household and people visiting you do the same.”*

*“You are responsible for minor repairs and you should decorate all internal parts of your home as often as is necessary to keep them in good decorative order.”*

*“If you or any member of your household or visitors cause any damage to the property or any shared areas, you will have to make good the damage or pay repair costs.”*

*“You must take all furniture, floor coverings, belongings and rubbish from your home (including but not limited to lofts, sheds and gardens) and leave the property and the fixtures and fittings in a reasonable condition and state of repair. You should seek advice from your housing office if you are unsure of what to remove from the property.”*

*“If you fail to clear the property and/or leave it in a state of disrepair, we will charge you for the cost of removing the items that you leave behind and for any work that is necessary. We will not be responsible for any items that you leave behind.”*

*“You have the right to improve your home as long as you get our written permission first. If you carry out any improvements or alterations without our written permission, you will be asked to remove them and restore the property to its former condition.*

*You will be responsible for any costs involved in carrying out this work. If you fail to make good the unauthorised work by reinstating the property as agreed with us, we will be entitled to do all necessary work ourselves. If we do so we are entitled to recover reasonable costs from you for carrying out this work.”*

We will do this in accordance with our Recharge Policy and procedure.

What is a Recharge?

A recharge is a charge for repairs and/or work carried out by the council, which the tenant is responsible for under the terms of the Tenancy Agreement.

The purpose of recharging tenants is to ensure that:

- Tenants who conduct their tenancies in an appropriate manner are not penalised by having to fund repairs/clearances which are a tenant responsibility, through their rental payments.
- available HRA finance is targeted at legitimate repairs
- the council is able to recover the costs of repairs due to deliberate damage or neglect
- increased funding is available for investment in the housing stock
- it is vital for tenants to understand that neglect has financial implications and that they will be recharged for repairs that do not fall within the council's statutory repairing obligations.

#### Pre-termination Visits

The Re-housing Team carry out Pre-termination visits with outgoing tenants/next of kin etc. where possible to visually see the property; get property information for adverts and give end of tenancy advice.

In some cases, it is not possible to carry out this visit if, for example where a tenant dies and there's no relatives or next of kin to provide access, if we have served a notice for abandonment or an eviction has taken place. In these circumstances the first time a property will be visited would be when we carry out a lock change. Our Empty Homes team will carry out an inspection and look at work required before the property is advertised and let again.

Our Re-housing Officers (RO) will advise the outgoing tenant on what is required when leaving the property which will include what items can remain, for example, carpets, window coverings, furniture for re-cycling. They will explain when and where to return keys too. We also advise outgoing tenants on rechargeable items which may incur re-charge costs.

#### **At what point would the Council refuse to re-house a tenant? What triggers this?**

The grounds on which the Council can refuse a transfer are outlined in the Allocations policy: -

*“The council will not normally make an offer of accommodation to a transfer applicant where the tenant is in breach of their tenancy resulting in*

*- A valid Notice of Seeking Possession (NOSP) or suspended order for rent arrears.*

*- A Housing Act Injunction, Anti-Social Behaviour Order, or Notice of Seeking Possession for other breaches to the tenancy “*

There are similar grounds for refusing a mutual exchange under Schedule 3 of the Housing Act 1985: -

*Ground 1: There is a Possession Order on the property.*

*Ground 2: A Notice of Seeking Possession has been served.*

*Ground 2a: The tenant or any member of his household has behaved in an anti-social way and action including possession proceedings, injunctions, anti-social behaviour orders or a demotion order against them are in place or are being sought.*

This applies to any current enforcement actions eg NOSP, Injunctions; Breaches or Orders. It doesn't apply to historical enforcement issues that are no longer in place or relate to a previous tenancy.

When tenants move via transfer and leave their properties in poor condition, we may pursue a re-charge payment or issue a warning against them for a breach of tenancy.

We may also take further legal action for a breach of tenancy which could put the tenancy at risk of possession.

We deal with each situation on a case-by-case basis as there are many considerations for us to take into consideration which may have made it difficult for the tenant to maintain the home.

**What action does the Council take to help prevent a repeat offence when residents who have caused damage to previous properties are re-housed?**

Property conditions are observed during our tenancy visit processes where Housing Officers visit homes of tenants to see how the tenancy is being conducted. The Housing Officer would address any issues with the property during this visit, they may issue warnings, revisit to monitor improvements, refer to surveyors for inspection in cases where permission has not been sort for structural alterations, issue a notice of seeking possession with an expectation that the defects are corrected, or retrospective permission is requested.

*W3.5 Action*

<b>Action</b>	
<b>Start date</b>	
<b>End date</b>	

*Residents Questions – 3-star, Central, East, North Areas*

**C3.3 Problems with Data Protection Use**

<b>Area in city</b>	Central
<b>Star rating</b>	3 Star/ city-wide issue
<b>Date question raised</b>	Thu 5 <sup>th</sup> Dec 2024
<b>Week of Area Panel</b>	Tue 18 <sup>th</sup> March 2025
<b>Deadline for officer response</b>	7th Feb 2025
<b>Name of officer responding</b>	Karen Hooper
<b>Officer job title</b>	Information Governance Advisor
<b>Contact Details</b>	Karen.hooper@brighton-hove.gov.uk

### C3.3 Question

<b>Issue</b>	The way the data protection act is used can make it difficult to get action around anti-social behaviour.
<b>Background</b>	Central residents are very frustrated by the frequency with which they are told nothing can be done because of data protection. This is experienced as an excuse not to take action and a dismissal of residents' concerns. It was acknowledged that the Council has to operate within the law but that there are grey areas and different ways the Council can approach this. The Council's default position seems to be one of ultra caution.
<b>Request or Question</b>	Central residents asked the council to consider how things can be moved forward within the confines of data protection. Some suggestions were made from residents as a starting point: <ul style="list-style-type: none"> <li>• Council staff should always give details to the resident about where in the data protection act something is prohibited and why this is the case. They should never just say 'you can't do this because of data protection'.</li> <li>• Staff may need more training. If they aren't able to give this information, they should refer it to a superior.</li> <li>• What ideas do Council officers and Councillors have about how to stop data protection blocking action around ASB?</li> </ul>

### C3.3 Response

<b>Response</b>
<p>BHCC follow the Data Protection Act 2018 and General Data Protection Regulations 2016.</p> <p>The DPA 2018 Chapter 3 states everyone has Rights. BHCC must therefore uphold the rights of all involved i.e. tenants, public, alleged perpetrators and staff. Both laws mean we cannot share information which relates to other people. People usually have a right to see data about themselves, not other people.</p> <p>BHCC may take actions to address ASB, which they cannot disclose to other tenants, due to everyone's Rights. This would include information relating to alleged perpetrators.</p> <p>BHCC does share information with other agencies such as Sussex Police, to prevent and detect crime. When processing data for this purpose, different rules apply (GDPR Article 10). Data Protection does not prevent BHCC desiring or attempting to address ASB. However, there may be instances where other agencies do not share information with us.</p> <p>Each case will have different data protection considerations and limitations. Case managers and data protection staff work within both laws when managing ASB cases.</p> <p>For further information on data protection, tenants can access the ICO website - <a href="https://ico.org.uk/for-the-public/">https://ico.org.uk/for-the-public/</a> which is an extensive source of further information on data protection.</p>

Guidance: <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/data-sharing/data-sharing-a-code-of-practice/>

### C3.3 Action

<b>Action</b>	N/A
<b>Start date</b>	
<b>End date</b>	

### C3.4 Support for ASB Victims

<b>Area in city</b>	Central
<b>Star rating</b>	3 Star/ city-wide issue
<b>Date question raised</b>	Thu 5 <sup>th</sup> Dec 2024
<b>Week of Area Panel</b>	Tue 18 <sup>th</sup> March 2025
<b>Deadline for officer response</b>	7 <sup>th</sup> Feb 2025
<b>Name of officer responding</b>	Sam Nolan
<b>Officer job title</b>	Community Engagement Manager
<b>Contact Details</b>	Sam.Nolan@Brighton-Hove.Gov.Uk

### C3.4 Question

<b>Issue</b>	Improving support for victims of ASB
<b>Background</b>	<p>Victims of anti-social behaviour are often scared to come forward and are anxious about the process of reporting issues to the Council. If they are supported by another resident, who goes with them to the council and offers on-going support, it makes a huge difference. This does happen, but in an ad hoc and informal way.</p> <p>Help from the Council with the provision of peer/community support would be a positive way of supporting victims, making the community stronger overall and more resilient around ASB.</p>
<b>Request or Question</b>	Ask the Community Engagement Team to follow up this idea with residents and report back on what action can be taken.

### C3.4 Response

<b>Response</b>
<p>The Community Engagement Team would be very happy to explore this with Tenants &amp; Residents Associations and discuss what support and training you might like. That will include talking about consent, support if you are hearing reports of hate crime, and how we link in with other agencies across the city and third-party organisations. We can develop a fact sheet with your input and how we promote this.</p>



### C3.4 Action

<b>Action</b>	Community Engagement Team to liaise with third party organisations and gather support and training needs from Tenant & Resident Associations
<b>Start date</b>	03/03/2025
<b>End date</b>	29/08/2025

### C3.5 Ring Doorbells

<b>Area in city</b>	Central
<b>Star rating</b>	3 Star/ city-wide issue
<b>Date question raised</b>	Thu 5 <sup>th</sup> Dec 2024
<b>Week of Area Panel</b>	Tue 18 <sup>th</sup> March 2025
<b>Deadline for officer response</b>	7th Feb 2025
<b>Name of officer responding</b>	Stephen Wraige
<b>Officer job title</b>	Housing Customer Services Manager
<b>Contact Details</b>	stephen.wraige@brighton-hove.gov.uk

### C3.5 Question

<b>Issue</b>	It takes too long to get permission to install a ring doorbell.
<b>Background</b>	Residents experiencing anti-social behaviour sometimes want to install a ring doorbell, which will give them greater security and make them feel safer. Permission for this has to be given by the Council. This process takes months, requires lots of paperwork and has to be repeated for any future requests. This is really unhelpful for residents who are dealing with an immediate crisis and urgently need increased security. It encourages people to fit bells without permission.
<b>Request or Question</b>	Can the council make the process of approval for ring doorbells quicker and simpler?

### C3.5 Response

<b>Response</b>
<p>To request a ring style doorbell, residents should apply on our website if you search <a href="#">Make an improvement to your council home</a>. There is a form to request CCTV on this webpage, which should be used where possible. You are also able to phone in 01273 203030.</p> <p>These requests are processed by the Housing Customer Services Team. As ring style doorbells can record individuals outside of tenant's households these requests are considered in the same way as requests to install CCTV. Housing Customer Services consult with the local area housing team to ensure that fitting a ring doorbell would be appropriate, considering issues such as any impact on neighbours and impact on any existing ASB in the area.</p>

The Housing Customer Services Team advise are not aware of any requests for ring style doorbells taking a long time to process, or being turned down. There is only one form required; if more information is needed the team will contact the person making the request. Decisions are almost always made and communicated to tenants within 10 working days. If there are cases with significant delays the Housing Customer Services Team can look into this; they can be contacted on 01273 293030 or email [Housing.CustomerServies@brighton-hove.gov.uk](mailto:Housing.CustomerServies@brighton-hove.gov.uk)

We do note that the webpage for making these requests could be clearer on how to request ring style doorbells and that a CCTV application form must be completed. We will update the webpage to make it clearer.

#### *C3.5 Action*

<b>Action</b>	Update webpage to make it clearer to apply for ring doorbells
<b>Start date</b>	February 25
<b>End date</b>	July 25

### N3.3 Parks & Gardens

<b>Area in city</b>	NORTH
<b>Star rating</b>	3 Star/ city-wide issue
<b>Date question raised</b>	Thu 28 <sup>th</sup> November 2024
<b>Week of Area Panel</b>	Wed 19th March 2025
<b>Deadline for officer response</b>	7 Feb 2025
<b>Name of officer responding</b>	Robert Walker and Stephen Wraige
<b>Officer job title</b>	Head of City Parks Environment and Culture Housing Customer Service Manager
<b>Contact Details</b>	<a href="mailto:Robert.walker@brighton-hove.gov.uk/">Robert.walker@brighton-hove.gov.uk/</a> <a href="mailto:stephen.wraige@brighton-hove.gov.uk">stephen.wraige@brighton-hove.gov.uk</a>

#### *N3.3 Question*

<b>Issue</b>	Overgrown bushes, trees, weeds, verges - general lack of maintenance of green spaces.
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<p><b>Background</b></p>	<p>Various issues have been reported again and again regarding the state of parks, gardens and pavements across the city. At this meeting, the following was reported:</p> <p>Hollingdean – reported overgrown bank in Davey Drive. It’s been an ongoing issue for 10 years. When the work is done, it’s not done properly or not done frequently enough.</p> <p>Moulsecoomb/Wild Park – benches have been removed from Wild Park which local residents used, especially older people and people with mobility issues. Older people are no longer going out for walks because they have nowhere to rest. Residents have been promised new benches for over a year.</p> <p>Coldean/Moulsecoomb – residents reported that some Council tenants have rubbish piling up in their gardens.</p> <p>There was a discussion about maintenance of front and back gardens and support available for disabled tenants to do this.</p> <p>It was agreed that Donna James will represent the North area at the next Area Panel meeting to present these joint issues.</p>
<p><b>Request or Question</b></p>	<p>North Area residents request time at the Area Panel meeting to present and discuss the issue of general lack of maintenance of green spaces (Donna from Bates Estate CA will represent North Area residents).</p> <p>CityParks representative requested at the next North Area Panel meeting.</p> <p><b>Questions:</b></p> <ul style="list-style-type: none"> <li>• Who is responsible for maintaining what areas?</li> <li>• Who is responsible for maintenance of front &amp; back gardens, and keeping this tidy? If a tenant is responsible for keeping these spaces tidy, how is this being enforced?</li> <li>• What services and support are available for disabled Council tenants to help them maintain their front/back gardens?</li> <li>• The Discretionary Gardening Scheme was available, for which certain tenants were eligible – however, the service has been cut back extensively (e.g. hedge-cutting and grass cutting frequency has been reduced). Who is eligible for this scheme? Will services go back to the levels they had been at prior to cuts?</li> </ul>

### N3.3 Response

Response
James Harding, Operations Manager at City Parks has agreed to attend the next North area panel meeting to discuss the issues that residents have raised.
Information on our gardening discretionary scheme from the council website: -
Council tenants can apply for gardening help at your council home if they are over 70 years of age and you receive Housing Benefit.
Tenants can also apply if they receive:
<ul style="list-style-type: none"> <li>• Disability Living Allowance and Housing Benefit</li> <li>• Personal Independence Payment and Housing Benefit</li> <li>• Attendance Allowance and Housing Benefit</li> </ul>
Before applying tenants are advised they need to make sure they:
<ul style="list-style-type: none"> <li>• have no one living in your property who can help with your garden</li> <li>• have no legal notices against your tenancy</li> <li>• are up to date with paying your rent</li> <li>• don't have an allotment</li> <li>• aren't in the middle of <u>buying your property with Right to Buy</u></li> </ul>
We can't help with gardening if your garden is overgrown. For help to clear your garden you can call us on 01273 293 030.
<a href="https://www.brighton-hove.gov.uk/housing/council-housing/get-help-gardening-your-council-home">https://www.brighton-hove.gov.uk/housing/council-housing/get-help-gardening-your-council-home</a>

### N3.3 Action

<b>Action</b>	James Harding invited to North Area Panel
<b>Start date</b>	
<b>End date</b>	completed

### N3.4 ASB - Council and Police Not Working Together Enough

<b>Area in city</b>	NORTH
<b>Star rating</b>	3 Star/ city-wide issue
<b>Date question raised</b>	Thu 28 <sup>th</sup> November 2024
<b>Week of Area Panel</b>	Wed 19th March 2025
<b>Deadline for officer response</b>	7 Feb 2025
<b>Name of officer responding</b>	Janet Dowdell
<b>Officer job title</b>	Tenancy Services Operations Manager

<b>Contact Details</b>	janet.dowdell@brighton-hove.gov.uk
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### *N3.4 Question*

<b>Issue</b>	Residents feel that the Council and Police are not working together closely enough to tackle ASB problems and repeat offenders.
<b>Background</b>	None supplied
<b>Request or Question</b>	How often do the Police and Council meet to discuss and tackle joint ASB issues? What other processes and systems are in place for the Police and Council to work together, to share information and coordinate how they will tackle ASB issues?

### *N3.4 Response*

<b>Response</b>
<p><u>Residents feel that the Council and Police are not working together closely enough to tackle ASB problems and repeat offenders</u></p> <p>There is a legal requirement for the police and the council to work together to tackle crime and disorder and Housing works closely with the police both on individual cases and also in multi - agency meetings.</p> <p>On individual cases, Housing works with the police officers who are involved in the case work to take actions, jointly and separately, to resolve the situation. Information is exchanged and multi - agency case meetings are called as necessary to move the case forwards to resolution.</p> <p>Each area Housing team holds regular cluster meetings where a group of relevant agencies come together to discuss, and action plan, situations in that area of the city. The police regularly attend.</p> <p>Additionally, there are regular multi agency meetings which are held on a regular basis in order to tackle key areas of ASB.</p> <ul style="list-style-type: none"> <li>• HASBRAC - a monthly meeting to discuss and action plan cases of high priority ASB and hate incidents or where the victim has been assessed at being at risk of harm.</li> <li>• Drug cuckooing activity – a monthly meeting to discuss and action plan cases where drug dealers are using council housing as a location from which to sell drugs</li> </ul> <p>The council and the police also meet at a senior level in a forum named the Joint Action Group (JAG) in order to coordinate their strategic approaches and resources regarding crime and disorder in the city.</p>

