Brighton & Hove City Council

Title:	**Neighbourhoods, Inclusion, Communities & Equalities Committee**
Date:	**22 January 2018**
Time:	**4.00pm**
Venue	**Whitehawk Library**
Members:	**Councillors:** Daniel (Chair) Moonan (Deputy Chair), A Norman (Opposition Spokesperson), West (Group Spokesperson), Bewick, Cattell, Knight, K Norman, Peltzer Dunn and Simson,
Invitees:	Nev Kemp (Sussex Police)
Contact:	**Penny Jennings** Democratic Services Officer 01273 291065 penny.jennings@brighton-hove.gov.uk

♿	**The venue has facilities for wheelchair users, including lifts and toilets**
👂	**An Induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter and infra red hearing aids are available for use during the meeting. If you require any further information or assistance, please contact the receptionist on arrival.**
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Democratic Services: Neighbourhoods, Inclusion, Communities & Equalities Committee

Legal Officer

Executive Director Neighbourhoods, Communities & Housing

Councillor Daniel Chair

Democratic Services Officer

OFFICERS

OFFICERS

Councillor Moonan Deputy Chair

Councillor Bewick

Councillor Hill

Invitee

Invitee

Invitee

Invitee

Councillor A Norman Opposition Spokes

Councillor Simson

Councillor K. Norman

Councillor Peltzer Dunn

Councillor West Group Spokes

Councillor Knight
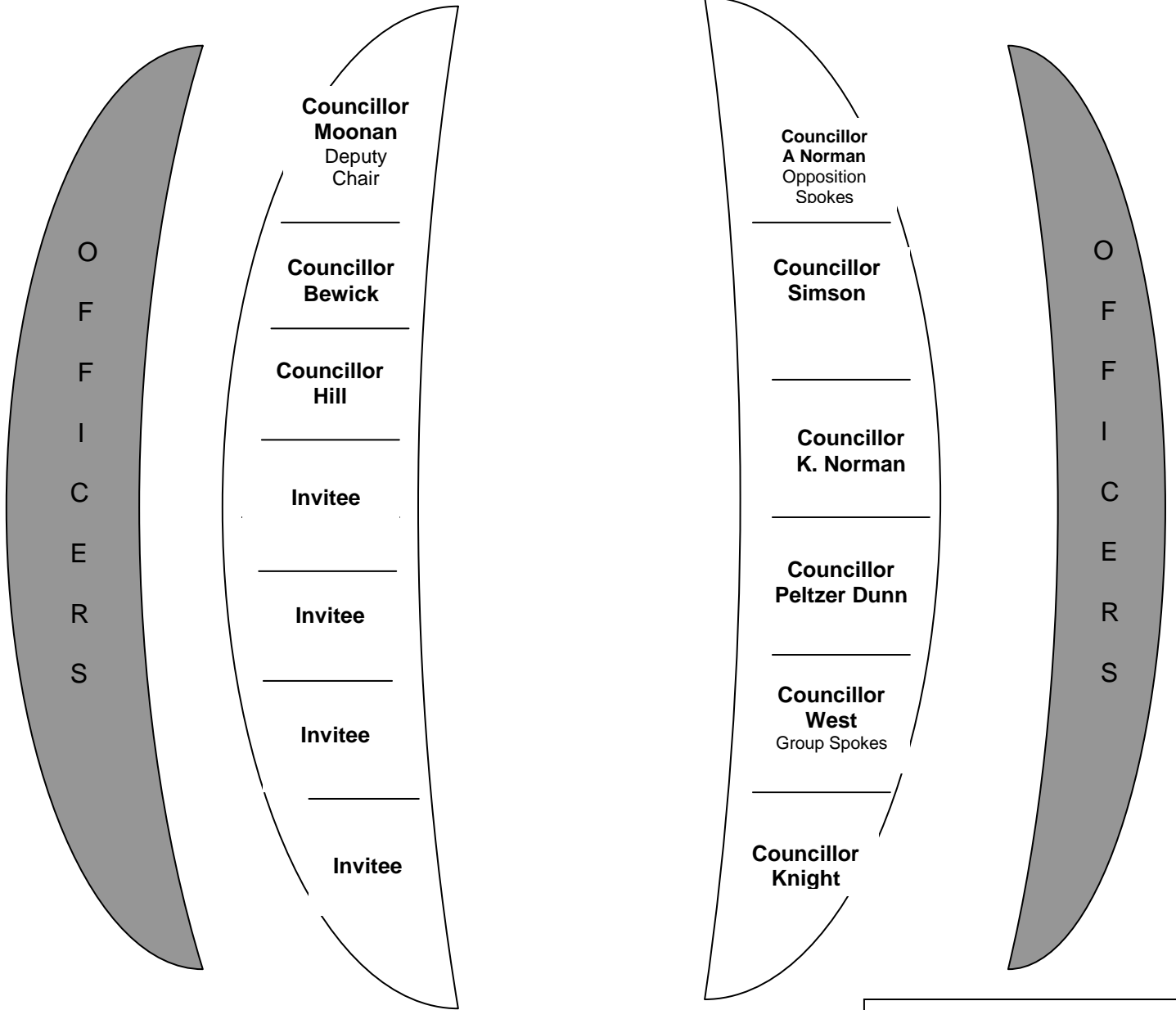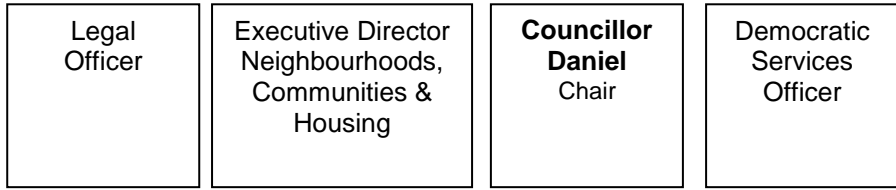
Press

Public Speaker

Public Speaker

Public Seating

Public Seating

NEIGHBOURHOODS, INCLUSION, COMMUNITIES & EQUALITIES COMMITTEE
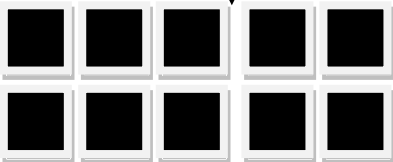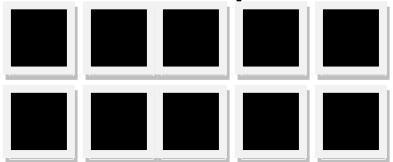
AGENDA

(a)   **Declarations of Substitutes:** Where councillors are unable to attend a meeting, a substitute Member from the same political group may attend, speak and vote in their place for that meeting.

(b)   **Declarations of Interest:**

(a)   Disclosable pecuniary interests;
(b)   Any other interests required to be registered under the local code;
(c)   Any other general interest as a result of which a decision on the matter might reasonably be regarded as affecting you or a partner more than a majority of other people or businesses in the ward/s affected by the decision.

In each case, you need to declare
(i)   the item on the agenda the interest relates to;
(ii)   the nature of the interest; and
(iii)   whether it is a disclosable pecuniary interest or some other interest.

If unsure, Members should seek advice from the committee lawyer or administrator preferably before the meeting.

(c)   **Exclusion of Press and Public:** To consider whether, in view of the nature of the business to be transacted or the nature of the proceedings, the press and public should be excluded from the meeting when any of the following items are under consideration.

Note: Any item appearing in Part Two of the agenda states in its heading the category under which the information disclosed in the report is exempt from disclosure and therefore not available to the press and public.

A list and description of the exempt categories is available for public inspection at Brighton and Hove Town Halls and on-line in the Constitution at part 7.1.

To consider the minutes of the meeting held on 27 November 2017 (copy attached).

50   PRESENTATION(S)

Before proceeding to the formal business of the meeting there will be a brief presentation outlining the work of the International Women's Network that has been developed from the One Voice Partnership.

Following the presentation Members will have the opportunity to ask questions after which there will be a short break before proceeding to the main business of the agenda.

51 CHAIRS COMMUNICATIONS

52 CALL OVER

(a) Items (53 – 60) will be read out at the meeting and Members invited to reserve the items for consideration.

(b) Those items not reserved will be taken as having been received and the reports' recommendations agreed.

53 PUBLIC INVOLVEMENT

To consider the following matters raised by members of the public:

(a) **Petitions:** To receive any petitions presented by members of the public to the full Council or at the meeting itself.

(b) **Written Questions:** To receive any questions submitted by the due date of 12 noon on 17 January 2017.

(c) **Deputations:** To receive any deputations submitted by the due date of 12 noon on 17 January 2017.

54 MEMBER INVOLVEMENT

To consider the following matters raised by Members:

(a) **Petitions:** To receive any petitions referred from Full Council or submitted directly to the Committee;

(b) **Written Questions:** To consider any written questions;

(c) **Letters:** To consider any letters;

(d) **Notices of Motion:** to consider any Notices of Motion referred from Full Council or submitted directly to the Committee.

55 COMMUNITY SAFETY AND CRIME IN BRIGHTON AND HOVE   13 - 24

Report of the Executive Director, Neighbourhoods, Communities and Housing (copy attached)

Contact Officer: *Peter Castleton*   *Tel: 01273 292607*
Ward Affected: *All Wards*

Report of the Executive Director, Neighbourhoods, Communities and Housing (copy attached)

Contact Officer: *Annie Sparks*   *Tel: 01273 292436*
Ward Affected: *All Wards*

Report of the Executive Director, Neighbourhoods, Communities and Housing (copy attached)

Contact Officer: *Sarah Tighe-Ford*   *Tel: 01273 292301*
Ward Affected: *All Wards*

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Contact Officer: *Peter Castleton*   *Tel: 01273 292607*
Ward Affected: *All Wards*

Report of the Executive Director, Neighbourhoods, Communities and Housing (copy attached)

Contact Officer: *Peter Castleton*   *Tel: 01273 292607*
Ward Affected: *All Wards*

61   **ITEMS REFERRED FOR FULL COUNCIL**

To consider items to be submitted to the Council for information.

In accordance with Procedure Rule 24.3a, the Committee may determine

that any item is to be included in its report to Council. In addition, any Group may specify one further item to be included by notifying the Chief Executive no later than 10am on the eighth working day before the Council meeting at which the report is to be made, or if the Committee meeting take place after this deadline, immediately at the conclusion of the Committee meeting

62   VENUE FOR NEXT MEETING, MARCH 2018

Details for next scheduled meeting of the Committee are as follows:

Monday, 19 March, Brighton Central Jubilee Library, Jubilee Street, Brighton BN1 1GL

The City Council actively welcomes members of the public and the press to attend its meetings and holds as many of its meetings as possible in public. Provision is also made on the agendas for public questions to committees and details of how questions can be raised can be found on the website and/or on agendas for the meetings.

The closing date for receipt of public questions and deputations for the next meeting is 12 noon on the fifth working day before the meeting.

Agendas and minutes are published on the council's website www.brighton-hove.gov.uk. Agendas are available to view five working days prior to the meeting date.

Meeting papers can be provided, on request, in large print, in Braille, on audio tape or on disc, or translated into any other language as requested.

Electronic agendas can also be accessed through our meetings app available through www.moderngov.co.uk

For further details and general enquiries about this meeting contact Penny Jennings, (01273 291065, email penny.jennings@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

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For further details and general enquiries about this meeting contact Penny Jennings, (01273 291065, email penny.jennings@brighton-hove.gov.uk) or email

NEIGHBOURHOODS, INCLUSION, COMMUNITIES & EQUALITIES COMMITTEE

democratic.services@brighton-hove.gov.uk

Date of Publication Friday, 12 January 2018

BRIGHTON & HOVE CITY COUNCIL

NEIGHBOURHOODS, INCLUSION, COMMUNITIES & EQUALITIES COMMITTEE

4.00pm 27 NOVEMBER 2017

ST RICHARD'S CHURCH HALL, EGMONT ROAD, BN3 7FP

MINUTES

Present: Councillor Daniel (Chair)

Also in attendance: Councillor Moonan (Deputy Chair), A Norman (Opposition Spokesperson), West (Group Spokesperson), Bewick, Cattell, K Norman, Peltzer Dunn, Simson and Phillips

Other Members present: Councillors

PART ONE

31   PROCEDURAL BUSINESS

31 (a) **Declarations of substitutes**

31.1   Councillor Phillips was present as a substitute for Councillor Knight Superintendent De LaRue for Chief Superintendent Bell

31 (b) **Declarations of Interest**

31.2   There were none.

31 (c) **Exclusion of press and public**

31.3   In accordance with section 100A of the Local Government Act 1972 ("the Act"), the Committee considered whether the press and public should be excluded from the meeting during an item of business on the grounds that it was likely, in view of the business to be transacted or the nature of proceedings, that if members of the press and public were present during that item, there would be disclosure to them of confidential information (as defined in section 100A(3) of the Act) or exempt information (as defined in section 100(I) of the Act).

31.4   **RESOLVED-** That the press and public not be excluded

32   MINUTES

32.1   Councillor A Norman referred to paragraph 23.10 regarding a suggested discussion between relevant members on a cross party Notice of Motion, and was concerned that she had not been consulted on the wording which had been drawn up by opposition colleagues. Councillor Norman said it was important that all parties work together, and hoped that in future all relevant councillors would be consulted.

32.2   **RESOLVED**: That the Minutes of the meeting held on 9 October 2017 be approved and signed as the correct record.

33   CHAIRS COMMUNICATIONS

33.1   This meeting is being recorded and will be capable of repeated being viewing viable online webcast.

Welcome committee members and also members of the public, to this meeting at St Richard's Church Hall.

I'd like to use my communications tonight to draw people's attention to a few key events and activities happening and give my thanks to the hard work and dedication of public sector workers and the citizens of this city for their ongoing efforts to help protect and improve lives of our more vulnerable citizens.

Firstly, thank you to everyone who attended the vigil for Transgender Day of Remembrance on 19th November at the Dorset Gardens Methodist church. A very poignant and moving vigil remembering the lives, sadly, lost in our very own city and around the world from transphobic violence. The event was attended by more than 300 people with speakers talking with passion about the ongoing issues of transphobia and community and personal resilience.   I'd like to say a particular thank you to the Trans Alliance who organised the event and our own LGBT works forum for all their support behind the scenes.

We have also been playing our part in the 16 Days of Action for the Elimination of Violence against Women which runs from 25th November (the UN International Day of Elimination of Violence against Women) to the 10th December (Human Rights Day). A range of events have and are continuing to happen in the city, including:

- o On 30th November the Young People's Centre is hosting an event called 'I love consent because…..' to raise awareness of the importance of consent and healthy relationships.
- o Also on 30th there is an 'Our Encounters with Stalking Conference' which will launch an internationally available publication written by survivors and professionals drawing on their experiences of stalking.

    o   And as part of the finale on 9th December 2017 we have RISEfest - a collection of performers and speakers lending their voices to deliver the message that Domestic Abuse & Violence is not OK and will not be tolerated.

You can find out about local events, including booking details, at www.safeinthecity.info/16-days-of-action

I would also like to take this opportunity to remind everyone that last year the council proudly secured White Ribbon Accreditation and we are seeking it again for 2017. The White Ribbon Campaign recognises the positive role that men play in preventing violence against women, based on the understanding that most men are not violent. It is therefore a means for men to speak out against violence and abuse and to safely challenge the attitudes and behaviours of a minority of men who use or condone violence against women. I would like to encourage everyone to pledge, or renew their pledge, to never to commit, condone, or remain silent about violence and abuse. You can do this online at www.whiteribboncampaign.co.uk/makepledge.

Last week the city celebrated Restorative Justice Week with an event themed around Communities, Young People, Neighbourhoods and Housing. Attended by over 80 people representing services in the city that are using restorative practices to repair the harm caused by crime or conflict they got to hear from two nationally renowned key note speakers: RJ Advocate Peter Woolf and Lucy Jaffe, Director of Why Me? Victims for RJ.

Lastly, as I know many of you are aware it is World Aids Day this Friday 1st December. So alongside our white ribbon may we wear our red ribbons with pride to raise awareness and show support for people living with HIV.

34   PRESENTATION(S)

34.1   Ms J Martindale (Chief Executive Hangleton & Knoll Project) and Ms E McDermott (B&HCC) gave a presentation about the Hangleton & Knoll Project, and the development and benefits of a Neighbourhood Action Plan. A draft copy of the Hangleton & Knoll Action Plan was circulated at the meeting. The Committee were informed that the project had worked with councillors, residents, officers and other stakeholders to produce an action plan. The action plan would identify resources, partnerships and opportunities, to meet the needs and priorities of people living in the local area. Producing the plan was an opportunity to prioritise projects, activities and actions for the local community and to bring resources to the area to improve the local services. The Local Action Team, which was called Community Action, was a long established and well attended group and the members agreed that ownership of the plan would sit with them. A community conference was held which was attended by a cross section of the local community to discuss the plan. Council officers from across the authority looked at the draft plans to see what could be achieved, and what responses could be given. Not all the issues in the Action Plan were for the City Council, so some action points would be responded to by local community groups.

34.2   The Chair and members of the Committee thanked them for the presentation and applauded the work they were doing.

35   CALL OVER

35.1   The following items on the agenda were reserved for discussion:

- Item 38 - Neighbourhoods and Communities Portfolio – Proposed Field Officer Role Business Case
- Item 40 - Community Asset Transfer Policy
- Item 41 – Community Protection Notices
- Item 42 – Oxford Court Public Space Protection Order
- Item 43 – Domestic Violence and Abuse (DVA) and Sexual Violence (SV) Business Improvement Review
- Item 44 – Social Impact Bond – Entrenched Rough Sleepers
- Item 45 – Fairness Commission Progress Update

35.2   The Democratic Services Officer confirmed that the items listed above had been reserved for discussion, and that the following reports on the agenda with the recommendations therein had been approved and adopted:

- Item 39 – Communities and Neighbourhoods Portfolio
- Item 46 – BHCC Budget EIAS Mitigating Action Update

36   PUBLIC INVOLVEMENT

36a   Petitions

36.1   There were none.

36b   Written Questions

36.2   There were none.

36c   Deputations

36.3   There were none.

37   MEMBER INVOLVEMENT

37a   Petitions

37.1   There were none.

37b   Written Questions

37.2   There were none.

37c   Letters

37.3   There were none.

37d   Notices of Motion

37.4   There were none

**38   NEIGHBOURHOODS AND COMMUNITIES PORTFOLIO - PROPOSED FIELD
          OFFICER ROLE BUSINESS CASE**

38.1   The Committee considered a report of the Executive Director Neighbourhoods,
          Communities and Housing which set out the Business Case for a new Field Officer role.
          The report was introduced by the Environmental Health Manager.

38.2   Councillor Cattell said that it was a fantastic initiative and good for residents.

38.3   Councillor West welcomed the idea, and thought it was sensible that there would be
          officers who would undertake visits to relieve pressure on experienced staff who would
          be more effective in the office. However, he was concerned at how well it would work.
          He was worried that late-night noise patrol would be replaced by officers who worked no
          later than 8pm, and felt that the public had an expectation that if there was a noise issue
          late at night that someone would be available to investigate, and was concerned that the
          ability to undertake the role relied heavily on mobile IT equipment working and there
          were frequent times when that didn't happen. Councillor West said that he thought the
          administration were rushing the matter through and suggested that the matter be
          deferred whilst a pilot scheme was undertaken. He said that at present the Green Group
          could not agree the report's recommendations. The Executive Director Neighbourhoods,
          Communities and Housing said that there hadn't been a pilot scheme as no two areas
          within the city were the same and so if it was undertaken in one area, it would then be
          necessary to undertake a pilot in the next area. With regard to the late night patrol, it
          could be dangerous and the Council were responsible for their staff's welfare.

38.4   Councillor A Norman referred to 'party houses' which frequently had complaints over
          noise, and asked if that was something which would be covered by Field Officers. The
          Environmental Health Manager said that the Council had a number of digital recorders
          which could be put into properties which were regularly the subject of complaint, to
          record the noise levels. The Council would then be able to assess whether there was a
          statutory nuisance.

38.5   Councillor Simson said that she was initially supportive of the proposals, but said that
          there were a number of outstanding issues which needed to be resolved, and she was
          concerned that the role of Field Officers was so wide that they would not be able to fulfil
          all their duties. In response to questions raised by Councillor Simson, the Executive
          Director Neighbourhoods, Communities and Housing advised the Committee that there

would be no additional funding taken from the HRA account, but the money would be a virement from the existing budget; the underspend came from vacancies within Regulatory Services; the Field Officers would not duplicate the work of 3GS, and would work across the city and at weekends which 3GS did not do.

38.6   Councillor Bewick supported the recommendations, and said that the Field Officers would be able to investigate many of the issues which concerned residents.   In response to a question raised by Councillor Simson, the Executive Director Neighbourhoods, Communities and Housing, advised the Committee that it was anticipated that there would be revenue generated from enforcement, but at the moment it had not been decided whether that money would go back to the host service or the service the issue related to.

38.7   Councillor K Norman said that he agreed with some of the comments from Councillor West.

38.8   The Chair noted that some members of the Committee had concerns over the feasibility of the role of Field Officers, and was concerned that members appearing to not be supportive of the initiative. Councillor A Norman said that the report was detailed, but there were still a number of issues which Councillors needed further information on.

38.9   Councillor A Norman proposed that the report was deferred to the NICE Committee meeting in January 2018, when a more informed decision could be made. The proposal was seconded by Councillor West. The Committee agreed.

38.10   The Chair suggested that the Environmental Health Manager meet with members of the Committee prior to the January meeting, to discuss the proposals with them in more depth.

38.11   RESOLVED: That the report be deferred to the meeting of the Neighbourhood, Inclusion & Equalities Committee due to be held on 22 January 2018.

39   COMMUNITIES AND NEIGHBOURHOODS PORTFOLIO

39.1   **RESOLVED:** That the Committee noted the progress of the Communities and Neighbourhoods Portfolio

40   COMMUNITY ASSET TRANSFER POLICY

40.1   The Committee considered the report of the Executive Director, Economy, Environment & Culture, and the Executive Director, Neighbourhoods, Communities & Housing which sought endorsement of the adoption of a Community Asset Transfer (CAT) Policy, prior to the arrangements being presented to Policy, Resources & Growth Committee for approval. The report was introduced by the Assistant Director Property and Design, and the Head of Community and Equalities.

40.2   Councillor Cattell said it would be good to have the current ad hoc arrangements for considering applications for the transfer of council assets to third sector organisations formalised, and supported the adoption of the CAT Policy.

40.3   Councillor Simson asked if the new policy would only apply to new applications, and whether existing leases would be amended. The Assistant Director Property and Design said that the policy would not be retrospective and so existing arrangements would remain in place.

40.4   Councillor Simson said that if an asset was already being used by one organisation but another organisation had a better use for it, could it be transferred. The Assistant Director Property and Design said that all applications would need to be supported by a business case and would be carefully looked at. The Head of Community and Equalities referred to page 18 of the Policy which gave an option for an asset to be shared with another organisation.

40.5   Councillor West welcomed the policy to guide organisations and would support the recommendations. He noted that for leaseholds and freeholds where the transfer was over £250K, it would come to committee for a decision, but for transfers less than that it would be considered under officers delegated powers. There was no right of appeal against any decision, and was concerned about transparency particularly when there were competing bids for an asset, and suggested it would be preferable for more applications to be considered by committee. The Asset Management Board will be asked to look at how this was going each year, and suggested that they could also look at cases where organisations were unhappy with an officer's decision. The Assistant Director Property and Design said that officers had delegated powers up to a limit, and agreed that it was important to have an open and transparent process. In all applications ward councillors would be consulted, there was a complaint process if needed and all decisions would be referred to the Asset Management Board.

40.6   Councillor Moonan welcomed the report which she felt clarified the existing process. Councillor Moonan asked firstly if assets would be advertised, and secondly whether a lease could be revoked if it was felt that an organisation had strayed from their initial business plan. The Assistant Director Property and Design said that all assets would be advertised, if it was felt that the business plan was not being followed, the Heads of Terms would be reviewed to see if they were being used as expected. If they weren't they would be reviewed, and if necessary the lease could be revoked but hoped that any concerns could be resolved before that would happen.

40.7   Councillor Peltzer Dunn referred to the Financial Implications in the report, and asked if requirements of the detailed business case would also apply to freehold properties. The Assistant Director Property and Design said that most transfers would be for leaseholds, but if there were a transfer of a freehold it would need to be considered by committee.

40.8   Councillor Peltzer Dunn said that when the Council sold a freehold it must be sold at best value, but if an organisation wanted to purchase a freehold and they were paying less rent, it would reduce the value of the property. The Assistant Director Property and Design said they would look at the whole freehold and judge it against a market value at that time.

40.9   **RESOLVED:** That the Committee recommended adoption of the Community Asset Transfer Policy to the Policy, Resources & Growth Committee.

41   COMMUNITY PROTECTION NOTICES

41.1   The Committee considered the report of the Executive Director, Neighbourhoods, Communities & Housing which sought approval to use Community Protection Notices as part of the remedies available to officers to tackle anti-social behaviour in the city. The report was introduced by the Head of Community Safety.

41.2   Councillor Moonan asked whether the Community Protection Notice (CPN) would be issued to a tenant or a landlord if an incident occurred in a rented property. The Head of Community Safety said that it would depend on who the perpetrator was.

41.3   Councillor Phillips said that she was concerned how it would be applied, and wanted assurance that officers wouldn't be over zealous and would allow people the opportunity to rectify a situation before a CPN was issued. The Head of Community Safety said that all actions would be proportionate, and this was not intended to be an income generation scheme. Before a CPN could be issued a warning letter would be issues, and enforcement would not be taken unless other steps taken were not effective.

41.4   Councillor Cattell was aware that 3GS, had taken enforcement action as soon as an incident was noted, and hoped that that wouldn't happen here and that officers would be fully trained. The Executive Director, Neighbourhoods, Communities & Housing confirmed that all enforcement action taken would be proportionate, and rather than issuing a fine straight away steps would be taken to resolve the situation first.

41.5   **RESOLVED:** That the Committee approved the use of Community Protection Notices in accordance with Part 4 of the Anti-Social Behaviour, Crime and Policing Act 2014.

42   OXFORD COURT PUBLIC SPACE PROTECTION ORDER

42.1   The Committee considered the report of the Executive Director, Neighbourhoods, Communities & Housing which set out concerns around the criminal and anti-social behaviour taking place in and around the alleyway linking Oxford Street with the Oxford Court Carpark. The Committee were asked to consider the value of a Public Space Protection order authorising a gating scheme closing the alley to general access as a remedy to those concerns. The report was introduced by the Environment Improvement Officer.

42.2   Councillor West said that the alleyway provided no useful service for access, and contributed to anti-social behaviour in the area. He said he would support the consultation, and if it were later agreed to install gates he would commit part of his ward budget to assist with the funding.

42.3   **RESOLVED:** That the Committee approved a statutory public consultation on the draft Oxford Court Public Space Protection Order.

43   DOMESTIC VIOLENCE AND ABUSE (DVA) AND SEXUAL VIOLENCE (SV) BUSINESS IMPROVEMENT REVIEW

43.1   The Committee considered the report of the Executive Director Neighbourhoods, Communities & Housing, which provided an update on the review of the response to Domestic Violence and Abuse (DVA) and Sexual Violence (SV), which was proposed to

the Committee in November 2016. The report was introduced by the Strategic Commissioner Domestic Abuse & Sexual Abuse and the Head of Community Safety.

43.2   Ms A Sasidharan welcomed the report and was pleased to note that stalking had been given a higher profile. Ms Sasidharan referred to paragraph 3.4 of the report and was concerned that female genital mutilation (FMG), forced marriage and honour based violence which was described as being of 'lower prevalence', and suggested that there was in fact significant under reporting on those issues. Ms Sasidharan noted that domestic abuse concerning BME people was not mentioned on the Rise website. The Strategic Commissioner Domestic Abuse & Sexual Abuse apologised for describing some incidents as having lower prevalence, and said it referred to the totality of those incidents reported compared to domestic violence. He accepted that the wording was clumsy and would be changed. With regard to Rise he they had been working with the organisation and their website would be amended by the end of the year.

43.3   The Chair asked if there were any organisations which the Council should meet before the January meeting to ensure that there was progress made on BME issues. Ms Martindale suggested the International Network of Women, and the Head of Community Safety advised that the Council already worked closely with them so could do that. The Chair suggested it would be useful if the members of the Committee could be sent an update on any progress.

43.4   Ms Martindale noted that on those women deemed as high risk received immediate access, and asked how long those identified as medium risk would have to wait to access the service. The Strategic Commissioner Domestic Abuse & Sexual Abuse said that those deemed as high risk would be contacted within forty-eight hours particularly if you had contacted the police, and if you were standard risk you were likely to be contacted by Victim Support very quickly, but it was the medium risk cases where there was a problem and a person could wait up to six weeks. Rise had been looking at this and had reduced that time. Councillor Cattell said that she volunteered with Rise and confirmed that the backlog had been cleared and the waiting time had reduced.

43.5   Councillor West said that the increase in DVA and SV was very worrying, and although some of that increase could be down to encouraging people to report the abuse, and better data collection there was also a rise in violent crime nationally. It was clear from the report that there was insufficient capacity to address the need and it was vital that that was addressed. He said that it was important the Council find more money to support the service, and asked the Administration to do that. The Chair said that the Administration had protected the spend in the area, and had put more money in.

43.6   Councillor Peltzer Dunn referred to paragraph 3.23 which seemed to contradict recommendation 2.2. The Strategic Commissioner Domestic Abuse & Sexual Abuse said that paragraph 3.23 relates to the internal officers group who would be working on the implementation plan, and recommendation 2.2 refers to that implementation plan coming back to committee.

43.7   **RESOLVED:** That the Committee –

(i)   Noted the report

(ii)   Noted the proposals to develop an implementation plan and agreed that the report on progress be brought back to the Committee for consideration

(iii)   Notes the work being undertaken by the Safe in the City Partnership in relation to the refresh of the local Violence against Women and Girls Strategy and agreed that the strategy should be brought back to committee for its consideration.

44   SOCIAL IMPACT BOND - ENTRENCHED ROUGH SLEEPERS

44.1   The Committee considered the report of the Executive Director Health & Adult Social Care which provided an update on the development of the Social Impact Bond funding for work with entrenched rough sleepers, following a successful bid to the Department for Communities and Local Government.

44.2   Councillor Simson was concerned that no bids had been received for Brighton and Hove, and asked if officers knew why that might have been. The Commissioning and Performance Manager said that the Council had worked with a lot of providers, but over time they had fallen away and now only a couple were left. None of the providers could deliver the work without a social investor, and none had been forthcoming. However, it was hoped to have a service in place by January 2018, as it was possible that a potential investor had now been identified.

44.3   Councillor Bewick understood why charities did not want to have to provide all the funding, and asked if there was a way for the the Council's capital reserves could be used in the future to bank roll the risk. The Commissioning and Performance Manager said that there had been initial discussions about the Council providing some money but there wasn't sufficient time within the DCLG framework to do that at the moment.

44.4   **RESOLVED:** That the Committee noted the report.

45   FAIRNESS COMMISSION PROGRESS UPDATE

45.1   The Committee considered the report of the Executive Director, Neighbourhoods, Communities & Housing which provided an update on activity against the recommendations of the Brighton and Hove Fairness Commission as agreed at the NCE (now called NICE) Committee in November 2016. The report was introduced by the Head of Equalities and Communities.

45.2   Councillor Simson said she was disappointed that there hadn't been more progress on street furniture, noting that the only action having been taken was the introduction of a new IT system for skip and scaffolding companies. The Head of Equalities and Communities accepted dealing with street furniture was a challenge, but said that through the new IT system the process was more streamlined and that there were now more officers out on the streets trying to enforce any obstructions which there wasn't a permit for.

45.3   Councillor West said that public transport had been identified as being important to increasing accessibility, and thereby providing fairness to people in the city. He was pleased that many of the recommendations of the Fairness Commission were being

implemented, but wanted to ensure that the all parties continued working together to continue to do that.

45.4   Councillor Bewick thanked officers for the report and the update on progress made on the Fairness Commission's recommendations, and noted the cross party support for the issues covered particularly the Children's Centres, Care Leavers Trust and Apprenticeships.

45.5   **RESOLVED:** That the Committee

(i)   Noted the activity taking place in relation to the recommendations of the 2016 Brighton and Hove Fairness Commission as set out in appendices 1 and 2 to the report.

(ii)   Supported a partnership event hosted by the city's Equality and Inclusion Partnership, to share the work of the city council and all partners against the findings and recommendations of the Fairness Commission (2016).

(iii)   Agreed to reconvene the cross party member working group to review and determine further priorities for focus.

46   BHCC BUDGET EIAS MITIGATING ACTION UPDATE

46.1   **RESOLVED:** That the Committee noted the report.

47   ITEMS REFERRED FOR FULL COUNCIL

47.1   There were none.

The meeting concluded at 7.35pm

Signed   Chair

Dated this   day of

NEIGHBOURHOODS, INCLUSION, COMMUNITIES AND EQUALITIES COMMITTEE	Agenda Item 55
	Brighton & Hove City Council

Subject:		**Community Safety and Crime in Brighton & Hove**
Date of Meeting:		**22nd January 2018**
Report of:		**Executive Director of Neighbourhoods, Communities and Housing**
Contact Officer:	**Name:**	**Peter Castleton** **Tel: 292607**
	Email:	**peter.castleton@brighton-hove.gcsx.gov.uk**
Ward(s) affected:		**All**

FOR GENERAL RELEASE

1. PURPOSE OF REPORT AND POLICY CONTEXT

1.1 Under the Crime and Disorder Act 1998, there is a requirement for statutory and other partners to formulate a plan every three years to tackle crime and disorder and monitor progress. This report provides an update on the work undertaken by the Safe in the City Partnership in relation to the current Community Safety and Crime Reduction Strategy.

2. RECOMMENDATIONS:

2.1 The Committee is invited to note the information contained in the report which provides an update on work being undertaken by the Safe in the City Partnership in relation to the Community Safety and Crime Reduction Strategy 2017-20.

2.2 That the committee requests that officers send a copy of the report and the minutes of the committee meeting to the Sussex Police and Crime Commissioner seeking a response and that officers report back to a future Committee meeting with details of the response..

3. CONTEXT/ BACKGROUND INFORMATION

Overview of police recorded crime

3.1 Total police recorded crime in the first eight months of 2017/18 (April – November incl.) increased by 5.8% compared with the 2016/17, continuing the upwards trend seen in previous years.

3.2 Total crime is, broadly speaking, broken down into acquisitive crime[1] (40% of total crime in the three months from July to Sep), violent crime (42% of total), criminal damage (10% of total) and other offences (8% of total).

3.3 Between April and November 2017, while recorded crime as a whole has increased, the picture in different crime groups differs. Violence against the

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[1] eg. burglary or theft

person crimes, and robberies have increased by 11% and 19% respectively. Criminal damage offences have decreased by 5%, while acquisitive crime types are showing a mixed picture with burglaries and vehicle crimes each decreasing by about 4%, but other theft offences have increased by 3%, including cycle thefts which have increased particularly sharply – up by 37%. Domestic violence and sexual violence have both increased, while different types of hate crimes are showing different trends. Appendix 1 provides data for key crime types for the period from April to November 2017 and how this compares with the same months in 2016/17. Longer term trends, with seasonal patterns can be seen in the graphs in Appendix 2.

3.4   The upward trend in total crime over the last three years described above follows a long term decline in the preceding years. There was an inspection of all police forces carried out by Her Majesty's Inspectorate of Constabulary (HMIC) in 2013/14, to audit the crime recording practices. As a consequence, there were improvements made within forces, including Sussex Police. This has had an impact on some of the types of crime reported here, particularly violence against the person, as well as contributing to the number of total crimes recorded. While there was an immediate effect seen in 2014 the local response to the HMIC audit has been an ongoing process, and has contributed to the ongoing upwards trend in recorded crime.

3.5   Domestic violence, sexual violence, and hate crime are among those crime types which are now more accurately recorded resulting in better services and outcomes for victims.

Anti-social behaviour and hate incidents/crimes

3.6   A long term declining trend in the number of police recorded ASB incidents, is continuing into 2017/18, with numbers recorded from April to November 2017 showing a 3% decrease compared with the same months in 2016/17. 'ASB crimes'[2] were increasing in number in the three years up to 2016/17, but 2017/18 to date is showing a 2% decrease compared with the same months in 2016/17.

3.7   In the first eight months of 2017/18 racist, religiously-motivated and transphobic crimes and incidents all show a decrease (down 6%, 4% and 34% respectively), while homophobic and disability-motivated crimes and incidents are both showing an increase (up 17% and 27% respectively). The police solved rate for hate crimes has dropped over the last few years, and in the first half of 2017/18 it remains roughly at last year's level. For those cases reaching court, the prosecution rate for hate crimes overall is 88%.

3.8   A multi-agency working group has been set up to address the increase in instances of "cuckooing", ie. drug dealers take over the property of a vulnerable person, and has finalised a joint working procedure to ensure that the safeguarding of vulnerable people is undertaken alongside any enforcement action. Part of the working procedure includes the use of Closure Orders which can be used under the ASB and Policing Act 2014 to close problem premises.

3.9   The local authority provided some funding through the Communities Fund to the Racial Harassment Forum (RHF) for consultation with BME community members to inform their priorities for action in the coming months. The RHF is now based at the BME Community Partnership Centre.

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[2] 'ASB crimes' refers to a grouping of police recorded crimes made up of: criminal damage, common assault, harassment, public order and affray

<u>Safety in the night-time economy</u>

3.10 Police recorded violence against the person is continuing to show a significant rise with an increase of 11% in the year to date. This on top of the rising trend over the last three years. However, following an increase in 2016/17, attendances at A&E due to alcohol and/or assault have reduced by 14% in the first half of 2017/18 compared with the same period in 2016/17.

3.11 A reorganisation of policing of the night-time economy (Op Marble) is focusing on patrolling of crime harm spots in order to be most effective with available resources.

3.12 In response to potential vulnerabilities of crowded places, additional training around counter-terrorism for patrons and staff in the night time economy is planned.

<u>Domestic violence and abuse, sexual violence and violence against women & girls</u>

3.13 Police recorded domestic violence crimes and incidents and particularly sexual offences continue to rise. The number of reported stalking crimes and incidents is also rising sharply, this is likely to be a response to publicity around this crime type.

3.14 The increased demand for services is continuing to have a significant impact on the partners, in particular the providers who deliver 'The Portal' (RISE and Survivors' Network). Commissioners continue to work with specialist support services to ensure that referral pathways are robust and to enable those at the highest levels of risk and need to access help and support.

3.15 The police solved rate for domestic violence offences remains similar to the previous two years, while the conviction rate for cases finalised at court remains relatively high at 77%. The solved rate for sexual offences in the first half of 2017/18 is marginally higher than in 2016/17, but poorer than in previous years. The conviction rate for sexual offences at court sits roughly in the middle of the results achieved in previous years.

3.16 Police recorded crimes of harmful practices (female genital mutilation (FGM), 'honour based' violence (HBV) and forced marriage) remain low – in the first half of 2017/18 there have been 3 HBV crimes and incidents, but no reports of FGM or forced marriage. Although capacity to progress this work locally is limited, a pan-Sussex meeting is due to pick up on work in this area.

3.17 The volume of cases at the Multi-Agency Risk Assessment Conference (MARAC) remains high, and is increasing, with 269 cases referred in the first half of 2017/18 while the percentage of repeat cases is 34.6%. Changes to the MARAC process, including changes to the frequency and structure of meetings are being progressed in response to the level of demand.

<u>Reducing offending</u>

3.18 Acquisitive crimes, often committed by repeat offenders, are showing a 4% increase in the first eight months of 2017/18 compared with the same months in 2016/17. 39% of adult offenders and 35% of young offenders in the city who offended between October and December 2015 went on to reoffend in the following 12 months. This is a poorer result for adults offenders than England &

Wales as a whole (E&W: 29%), but a better result for young offenders (E&W: 42%).[3]

3.19 Partnership work at a regional level, led by the police and the Surrey and Sussex Criminal Justice Board, reviewed key issues related to offending across different areas in the region and noted that accommodation and mental health support were particular issues for Brighton & Hove.

3.20 There have been 15 first time entrants to the youth justice system in the first half of 2017/18, continuing the downward trend.

3.21 An important focus of work with young offenders continues to be about keeping them out of the youth justice system. Partnership work with the police is underway to develop an 'out of court' pathway for working with young motoring offenders. Work is also taking place to reduce entry to the youth justice system following 'no comment' interviews because out of court disposals are not an option in these cases.

Community collaboration and resilience

3.22 There have been six crimes related to modern slavery in the first six months of 2017/18. Although this is a low number, it does indicate an increase in the reporting and recording of these crimes which numbered 4 in 2016/17 and 2 in 2015/16. All crimes on record to date relate to either 'holding a person in slavery or servitude' or 'arranging or facilitating travel of another person with a view to exploitation. The low number of cases of modern slavery and human trafficking coming to light could be due to low prevalence in the city or because awareness of the signs and indicators of this hidden crime is still not as good as it could be.

3.23 The pan-Sussex Modern Slavery Network is in the process of agreeing a draft action plan, outlining areas of work that could be taken forward across the county and some that are specific to Brighton & Hove. Sussex Police are recruiting to a new post of Modern Slavery Delivery Manager to help create a coherent county-wide approach to this work. The Brighton & Hove Modern Slavery Operational Group provides a mechanism for a local partnership approach.

3.24 Work on the International Migrants Needs Assessment is almost complete and recommendations have been accepted by the city's Equality and Inclusion Partnership (EQUIP). Community safety and cohesion are strands within the needs assessment with a number of recommendations weaving the inclusion of migrants into existing community cohesion work in the city. There are also recommendations around the strengthening of trust and confidence amongst migrant communities to encourage reporting of all crimes. A launch event is planned in the spring, giving an opportunity for positive messaging about the city's approach to the integration of migrants in the city.

Preventing terrorism and extremism

3.25 The national threat level was again raised to 'critical' following the Parsons Green Incident and remained at the highest level for two days (15-17th September 2017). It has since been reduced to 'severe' meaning an attack is highly likely.

3.26 Two local community members now represent the region on the National Prevent Advisory Board; this will further improve scrutiny and confidence in the Prevent work stream locally.

3.27 The serious case review (SCR) into the travel of two siblings to Syria when they were less than 18 years of age and who reportedly died in the conflict when they were

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[3] The Ministry of Justice has changed the definition of this measure since it was previouly reported.

children has been published. This was the first SCR of its kind and had considerable national profile. Local communities have been worried about its impact in the context of three terrorist incidents in the UK in a short span of time. A strategy to carefully manage the impact of the publication of the report on communities involved planning and shared decision-making with faith/multi-faith groups and community leaders. It included encouraging the reporting of hate incidents and tensions, and a multi-agency media strategy.

3.28   Both nationally and locally there is concern regarding right-wing extremist sentiment expressed online in the aftermath of terrorist incidents and in response to news reports on individual cases. There is also concern of the manipulation of narratives around the response to the Rohingya Muslims to further extremist aims.

3.29   A Communities Coordinator has been appointed to continue work with community groups to develop projects countering extremism, including online, and to develop a campaign around shared values and the unacceptability of hate incidents and crimes.

4.   ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

4.1   This report is intended to provide an update on current progress on the work carried out as part of the Community Safety and Crime Reduction Strategy, this section is not applicable. Ways of achieving the aims set out in the partnership Strategy are considered based on the annual strategic assessment of crime and community safety.

5.   COMMUNITY ENGAGEMENT & CONSULTATION

5.1   The Strategic Assessment on which the current Strategy was carried out in the autumn of 2016, and included a consultation event on the findings and proposed priorities for 2017-20. Invited participants included members of the Safe in the City Partnership Board, and community and voluntary sector partners, including representatives of Local Action Teams and communities of interest.

5.2   A draft of the Community Safety Strategy was made available for public comment via the consultation portal and in more targeted arenas.

6.   CONCLUSION

6.1   This report is to provide an update of progress on work under the Community Safety and Crime Reduction Strategy 2017-20 and to invite any comment.

7.   FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

7.1   There are no direct financial implications arising from this report, however, any work undertaken by the council as a result of this report will need to be met from current budget resources.

Finance Officer Consulted: Mike Bentley   *Date: 5/1/18*

Legal Implications:

7.2   There are no legal implications arising from this report..

Lawyer Consulted: Simon Court   *Date: 29/12/17*

Equalities Implications:

7.3   The Community Safety and Crime Reduction Strategy is subject to an ongoing and embedded equality impact assessment where specific actions and activities are identified and assessed for equality impact.

Sustainability Implications:

7.4   None

Appendix 1. Crime statistics 2017/18: position at end of November 2017

Performance compared with last year

	number of crimes Apr 16 - Nov 16[4]	number of crimes Apr 17 – Nov 17	rank within 15 bench-marked CSPs[5]
Police recorded crimes			1=best; 15=worst
Total crimes	17368	18373	10
Criminal damage	1943	1848	5
Violence against the person	6427	7119	13
Sexual offences	507	642	11[6]
Robbery	211	251	9
Burglary	1055	1018	4
Theft of/ from a motor vehicle	1022	981	4
Theft and handling (excl. motor vehicle theft)	6036	6212	12
Pedal cycle theft	644	884	13
Police recorded crimes and crime-related incidents			
Domestic violence incidents and crimes	3186	3401	n/a[7]
Racist incidents and crimes	386	362	n/a
Religiously-motivated incidents and crimes	58	56	n/a
Homophobic incidents and crimes	204	238	n/a
Transphobic incidents and crimes	41	27	n/a
Disability hate incidents and crimes	34	43	n/a
Anti-social behaviour incidents	7390	7173	n/a

[4] The data in this column reflect those recorded on the police system at the current time and do not necessarily align exactly with those recorded a year ago.

[5] Interim data – indicative only. Brighton & Hove is matched for comparative purposes with 14 other Community Safety Partnerships (CSPs) according to a range of socio-demographic and geographic variables. A rank of 1 is the best; 15 is the worst; 8 is the middle position and is based on crime 'rate' per head of population, or per no. of households in the case of domestic burglary. Data reflect the ranking for the most recent six months.

[6] Because there remains an emphasis on encouraging reporting of sexual offences, it does not necessarily follow that a low rank is 'good' and a high rank is 'bad'.

[7] Comparative/benchmarking data are not available.

Appendix 2:

Crime trends up to November 2017 (monthly data)[8]

|	
Total Crimes, Apr 2013 to Nov 2017 	8.1 The number of crimes recorded by the police continues to demonstrate a seasonal pattern with higher numbers the summer than the winter months. Since the end of 2013/14 there has been a persistent upwards trend in recorded crimes with changes to police recording practices contributing to this (see below).
Criminal Damage, Apr 2013 to Nov 2017 	8.2 Trends in criminal damage over the last three years have been broadly stable, although numbers recorded in Sep and Oct 2017 were relatively low.

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[8] Trend lines are based on the best fitting 2nd order polynomial curve

Violence against the person Apr 2013 to Nov 2017
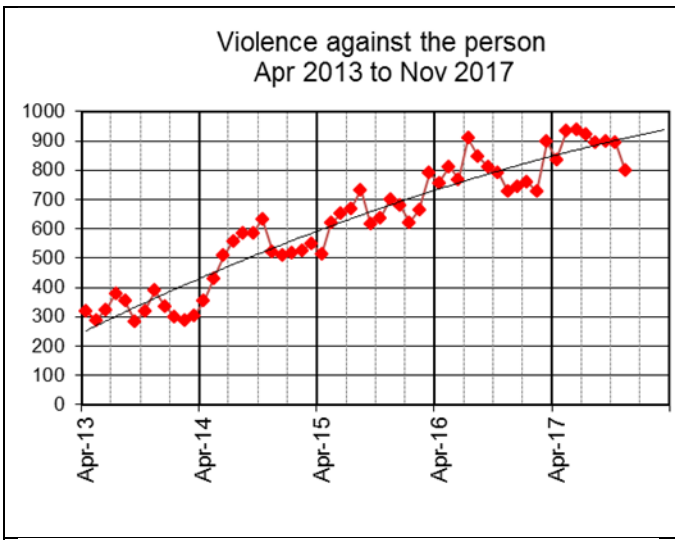
8.3 Police recorded data show a steeply rising trend from 2014/15 onwards, overlaid with a seasonal pattern (higher levels in the summer). As discussed earlier, the increase in 2014/15 was linked to changes in police recording practice and was observed both nationally and locally. However, the increasing trend continues to date.

Total Robbery, April 2013 to Nov 2017
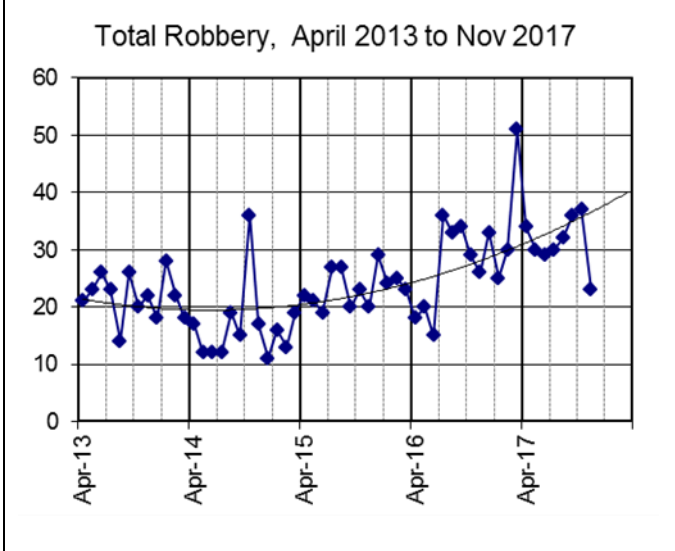
8.4 Until Jun 2016 robberies in the city tended to fluctuate between 10 and 30 per month (although there was a spike in Oct 2014[9]). However, since Jul 2016 monthly, with the exception of the most recent month (Oct 2017) numbers have consistently been above 25 each month, with a spike in Mar 2017 of 49[10]. Most robberies are personal robberies (328 in 2016/17) and a minority are business robberies (24 in 2016/17).

**Sexual Offences, Apr 2013 to Nov 2017**
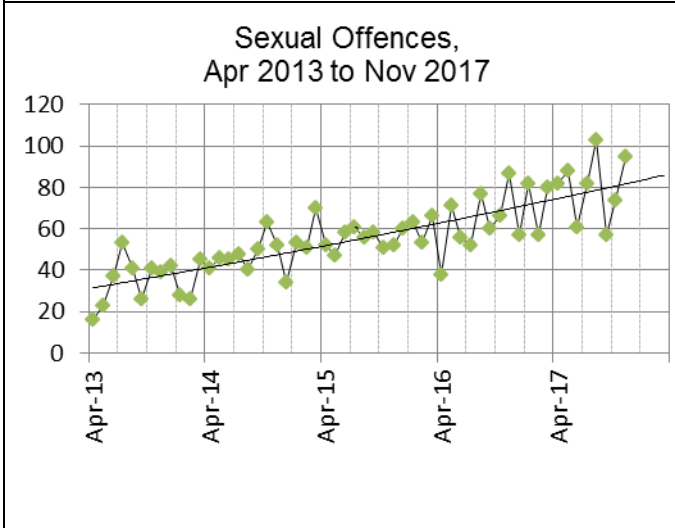
8.5 Police recorded sexual offences are on an upward trend. This is generally regarded as a positive outcome in that victims are feeling more confident in reporting. Changes in police recording at the beginning of 2014/15 (as for violent crimes above) have also had an effect on recorded numbers.

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[9] A robbery with 8 victims and another series of 4 crimes perpetrated by a single offender contributed to the spike seen in Oct 2014

[10] The were 4 robberies with more than one victim in Mar 2017, contributing to the spike that month.

Total Burglary, Apr 2013 to Nov 2017
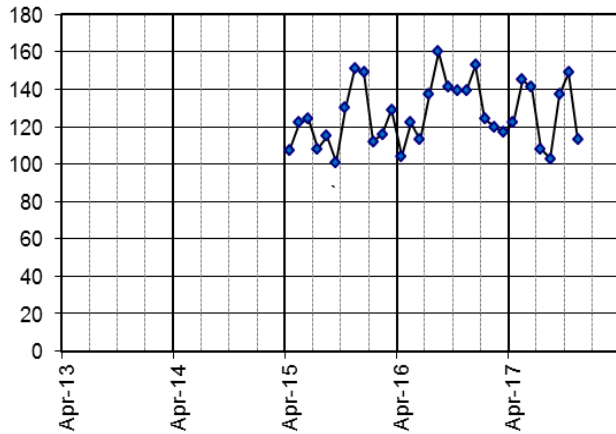
8.6 National changes to the definition of domestic and other burglaries has meant that at the moment it is not possible to pull out domestic burglaries. All burglaries are therefore reported here. Since April 2015 numbers of burglaries have fluctuated between about 100 and 160 per month.

Vehicle Crime, Apr 2013 to Nov 2017
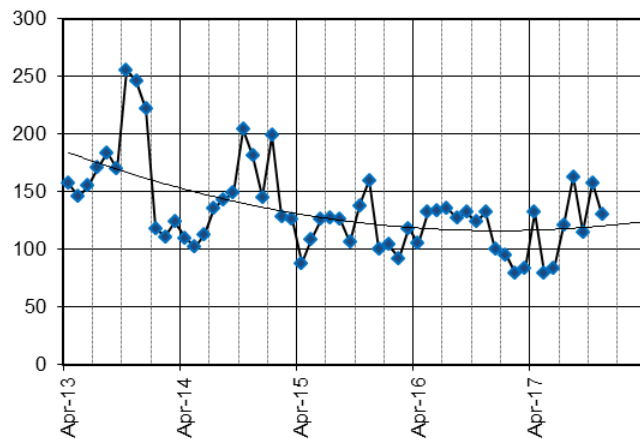
8.7 The number of vehicle crimes have generally been on a long term decline. Following a spate of vehicle crimes in the autumn/winter months of 2013/14 and 2014/15, numbers resumed a relatively low level. However there are signs of an increase again over recent months.

**Theft of a Pedal Cycle, Apr 2013 to Nov 2017**
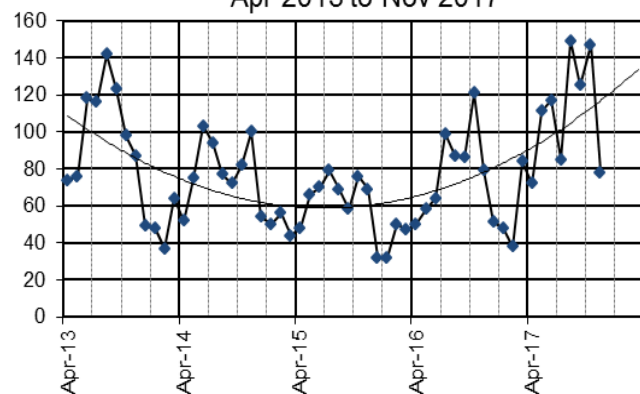
8.8 A seasonal pattern in cycle thefts is normally observed every year and is linked to those months when more people tend to cycle. Cycle thefts rose less in the summer of 2015 than in previous years but enhanced summer peaks have again been observed in both 2016 and 2017. Numbers between Aug and Oct 2017 were particularly high.

CAVEAT. Police crime data presented in this report only reflects those crimes which are reported and recorded. There is likely to be a level of underreporting in many crime types. However, domestic violence and the hate crimes on this page may be particularly liable to underreporting.

Domestic Violence Crimes & Incidents, Apr 2013 - Nov 2017

8.9 Recording practices and positive work in relation to these crime types which result in more crimes being recorded have been described earlier.

Racist Crimes and Incidents (police data), Apr 2013 to Nov 2017
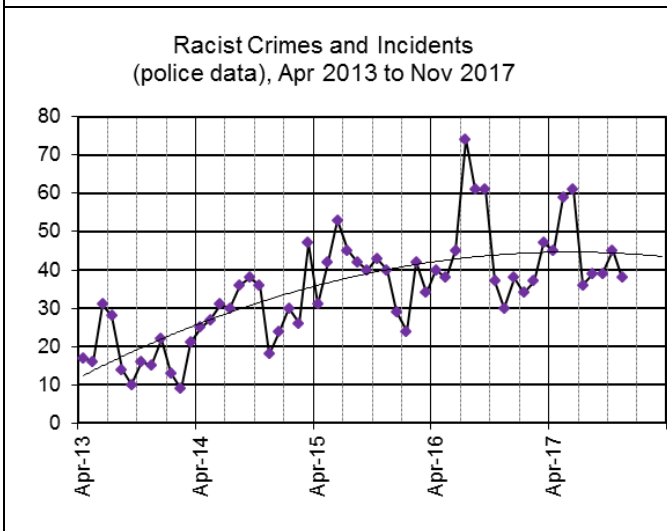
8.10 There was an upwards trend in racist crimes and incidents in parallel with the recording of other crimes since 2014/15. There is a notable spike in the summer of 2016 coinciding with the month following the EU referendum vote to leave the European Union. Numbers recorded in May and June of 2017 were also high but have dropped again in the months since then.

Homophobic Crimes & Incidents (police data), Apr 2013 to Nov 2017
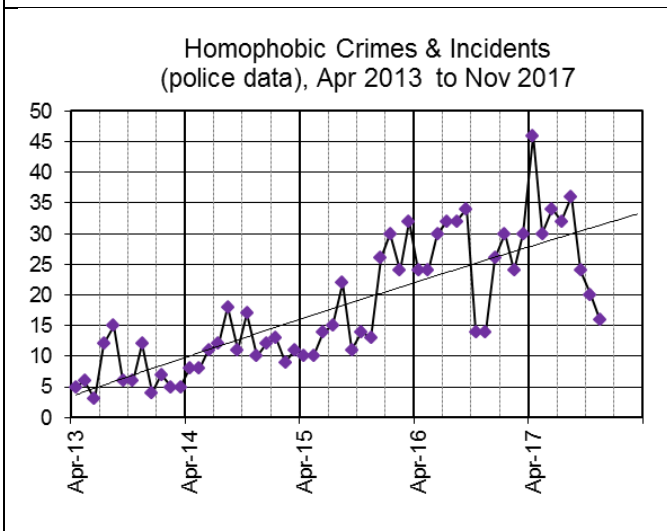
8.11 There was a long term rising trend in the number of homophobic crimes recorded by the police up to the summer of 2017, although numbers have dropped in the last three months.

NEIGHBOURHOODS, INCLUSION, COMMUNITIES & EQUALITIES COMMITTEE	Agenda Item 56
	Brighton & Hove City Council

Subject:		Neighbourhoods and Communities Portfolio – Proposed Field Officer Role Business Case
Date of Meeting:		22 January 2018
Report of:		Executive Director Neighbourhoods, Communities and Housing
Contact Officer:	Name:	Annie Sparks – Environmental Health Manager Tel: 01273 292436
	Email:	annie.sparks@brighton-hove.gcsx.gov.uk
Ward(s) affected:		All

FOR GENERAL RELEASE

1.   PURPOSE OF REPORT AND POLICY CONTEXT

1.1   This report was presented to NICE Committee on the 27th November 2017. The report was discussed and deferred to the NICE Committee on 22 January 2018. The proposed implementation dates and timetables detailed in the report and recommendations 2.2, 2.4, 2.5, and 2.6 have been adjusted to reflect this deferral.

1.2   To address concerns raised by members the Risk Log in Appendix 1 page 21. Concerns raised included resourcing of the programme, loss of the Noise Patrol service, and the scale and management of the programme. The proposed controls to address these concerns are detailed in risks 1 – 4 of the Risk Log. To address concerns about delivery and implementation of an effective mobile platform the ICT and Digital First Timetablehas also been updated to reflect the progress being made with implementation of the tablet and trialling of the associated UNIFORM applications. This is detailed in Appendix 1 page 27.

1.3   This report sets out the Business Case for a new Field Officer role as part of the wider Communities & Neighbourhoods Portfolio, which was reported to the NICE Committee in July 2017. The business case focuses on how we deliver enforcement and inspection functions across services to reduce the costs to the council and give a better service to our communities across the City.

1.4   Working in our communities and with our communities promotes a more proactive and preventative way of working, that delivers solutions and resolves problems.

1.5   The Business Case has been developed in collaboration with staff and service heads, external partners, unions and also information collated from recent community workshops.   Work being done by other local authorities in this field has also been considered.

1.6   The Business Case was presented to Corporate Modernisation Delivery Board on 27th September 2017 and all the recommendations were approved.

2.   RECOMMENDATIONS:

Committee are recommended to:

2.1   Agree the creation of a Field Officer Team as set out at Option 1 of the Business Case on page 12 of Appendix 1;

2.2   Agree the revised proposed phasing of functions and services based on the outcome of workshops with frontline staff and managers as set out at paragraphs 3.43 to 3.50 of the report;

2.3   Agree the funding and resources required for the set-up of the Field Officer support role as set out at paragraphs 3.29 to 3.42 of the report, and Appendix 1 pages 16 to 20;

2.4   Note the timetable for implementation and associated communication and engagement work with key stakeholders as set out at section 5 of the report (paragraphs 5.1 to 5.12) and at Appendix 1 pages 28 to 29 and pages 38 to 39;

2.5   Note the updated risks and mitigation actions as set out at Appendix 1 pages 21 to 26;

2.6   Note the updated Digital First timetable for delivery as set out at Appendix 1 pages 27 to 28;

2.7   Note that the detailed amendments to the Scheme of Delegations to Officers referred to at paragraphs 3.16 to 3.19 of the report will be reported to the Policy Resources and Growth Committee for approval, before the Field Officers start to exercise Council functions.

3.   CONTEXT/ BACKGROUND INFORMATION

3.1   The aim of the administration's Communities & Neighbourhoods Portfolio is to put communities at the heart of service delivery, make effective use of resources and support the delivery of savings. Different ways of thinking and working are needed to collaborate and achieve positive change.

3.2   A business case has been developed for the wider Communities & Neighbourhoods Portfolio, which was agreed in May 2016 by the Corporate Modernisation Delivery Board. The option agreed was to implement a model of collaborative working and service improvement.

3.3 The Communities and Neighbourhoods Portfolio is delivering 3 programmes:

    i.   Community and neighbourhood hub development (physical and virtual)
    ii.   Community collaboration (volunteering and governance)
    iii.   Enforcement & inspection (development of the Field Officer role).

3.4 For the Enforcement and Inspection Programme a new Field Officer role is being developed to deliver coordinated fast and effective enforcement and inspection work across a number of council services, while at the same time working proactively with communities, and our partners. Delivering a better customer service for our residents, visitors and businesses is at the centre of this programme.

3.5 It is noted from the latest Customer Insight Report 2016-2017:

- Customer satisfaction with the city council is 60%. This is a 1% increase. The national benchmark is 68%. This shows that the council needs to continue improving its customer satisfaction levels.
- Customer satisfaction is highest when using a face to face channel, and lowest for contact by email. This reinforces the need for a Field Officer role working in our Communities and having face to face contact.
- The method of customer contact continues to move in the direction of increased digital access. With budget pressures and increased demand the council needs to strongly consider further digitalisation.

3.6 It is proposed that the Field Officer will work flexibly across services, preventing duplication, reducing response times and improving the way customers access services, with improved customer satisfaction. Digital solutions are being developed and piloted to enable this to happen.

Objectives

3.7 The aims and objectives of the proposed Field Officer role are consistent with those of the Communities & Neighbourhoods Portfolio, namely to put communities at the heart of service delivery, while at the same time supporting delivery of savings and making effective use of resources. The objectives of this new role are to:-

- Improve customer satisfaction with services through citizen engagement, joined up service delivery making services easier to navigate
- Be better connected, sharing information and expertise with our key partners to avoid duplication, move away from silo working and reduce the number of interactions customers have with different services
- Be smarter with universal services, providing digital solutions for high level transactions, automating connections to back office services, reducing the need for officer intervention and promoting self-help
- Work with communities to build resilience, allowing residents to take greater control to make a difference in their neighbourhoods

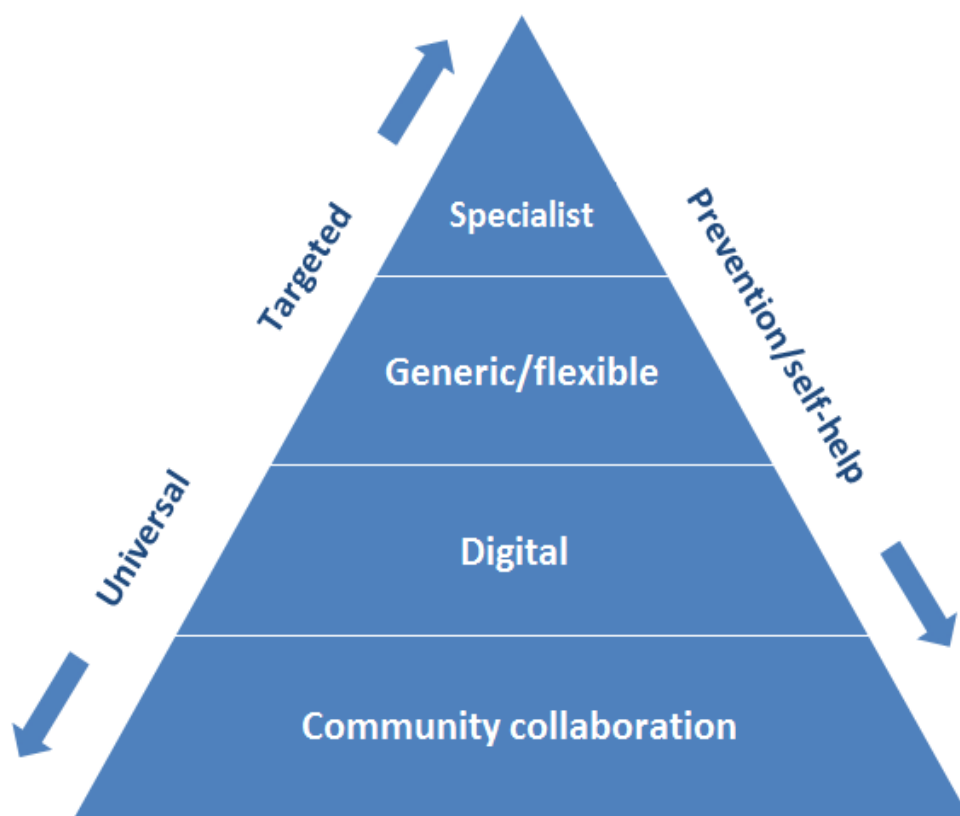3.8   3 elements of the role have been identified:-

1.   Enforcement activities that are quick and responsive to customer needs (include Fixed Penalty provisions).   Timely effective enforcement action resolves problems which will reduce unnecessary demand on partners and services.
2.   Gathering intelligence and evidence for existing specialist services. Gathering quick and robust evidence including photographs, mapping and statements to inform these services and enable them to deliver faster, more effective and coordinated enforcement action that is resolving both environmental and community problems.
3.   Working proactively promoting behaviour change and community collaboration.

3.9   Section 4 of the Business Case (Appendix 1- page 13 to 15) details the non-cashable benefits of this programme and many of these are common to the overarching Communities and Neighbourhoods Portfolio.

Service delivery model including rotas and geographical areas

3.10   The service delivery model for enforcement and inspection aligns with the proposed service delivery model for the wider Communities and Neighbourhoods Portfolio.

Communities & Neighbourhoods: Service Delivery Model

Principles:

Specialist: High cost services/interventions with individual customers (eg. social care, housing)
Generic/flexible: Services provided by staff to non-specific customers (generic customers, flexible staff)
Digital: Information and services delivered electronically
Community collaboration: Services designed and delivered in consultation and/or partnership with the community

The model will be the same for each neighbourhood and community of interest

The size of each segment will be relative to the needs of the neighbourhood or community it serves

Some services will be targeted, some universal. Focus is on prevention and self-help to reduce demand

3.11 The proposed new Field Officer role needs to be generic and flexible, working across existing services and supporting the specialist/technical roles located in these services.

3.12 Existing specialist technical roles deliver highly skilled work and are often involved with complex cases, and can require professional qualifications. The Field Officers will help to release existing skilled and specialist staff to focus on this lengthy and complex casework and enforcement activities. It is aimed that this will help existing services to use their current resources more effectively and efficiently, task the Field Officer to gather evidence, and also undertake quick win immediate enforcement roles. There is also opportunity for these specialist staff to focus on new areas of work and possible income generation. This could include providing highly skilled technical services for neighbouring local authorities.

3.13 This flexible and generic role will often be demand led with fast response times and responding to community needs and priorities using new digital technology. This may include new enforcement fixed penalty notice work such as the enforcement of the new Public Space Protection Order (PSPO). This is reflected in the model above.

3.14 When developing a new role working across so many different service areas there is a risk of increased demand and having a negative impact on customer service. It is for this reason that we need to have clear baselines that we work to, and at the same time link this to resources we have available. In some cases initial demand can be mitigated through new solutions i.e. Digital.

3.15 Delivery of this role relies on clearly defined work processes with clearly defined 'hand offs' when a case is passed to another agency or specialist team, and to also clearly define when a case is concluded. This needs to be supported by a comprehensive programme of training.

Delegation of powers

3.16 It will be necessary to delegate relevant enforcement powers to the new Field Officers so that they are equipped to exercise the Council's enforcement functions across the full range of relevant services. This will be addressed by implementing changes to the Council's Scheme of Delegations to Officers: a proposal which has already been approved in principle following a Report to the Council's Policy, Resources & Growth Committee on 9th February 2017 when it agreed that new 'Field Officer' posts be created to carry out enforcement and inspection activities across the full range of Council functions so as to enable officer resources to be maximised so as to increase overall effectiveness.

3.17 The Constitutional Working Group had previously considered the available options for amending the Scheme of Delegations to Officers and took the view that the optimum approach is for the Scheme of Delegation to Officers to delegate relevant enforcement powers directly to Field Officers on the basis that they exercise them in accordance with the direction and guidance of the Executive Director (or other lead officer) who has responsibility for the function

being delivered. This proposal was subsequently reviewed by Counsel, who has provided reassurance regarding the legality of proceeding in this way.

3.18   The detailed amendments to the Scheme of Delegations to Officers referred to above will be brought before the Policy Resources & Growth Committee at a future date, before the Field Officers start to exercise the Council's functions. The proposed changes will be appended to a Report on other proposed changes to the wording of the Council's Constitution.

3.19   On 12th October 2017, the Council's Policy, Resources & Growth Committee amended the Scheme of Delegations in relation to the Neighbourhoods, Communities and Equalities Committee to make it responsible 'for the development and oversight of support to the Council's enforcement functions, including Field Officers'.

Services in Scope

3.20   The service delivery model for enforcement and inspection has the opportunity to work across a number of services and it is proposed these initially include:-

- Regulatory Services
- Housing
- Private Sector Housing
- Planning Enforcement
- Community Safety
- City Parks
- Highways
- Travellers
- Seafront Office

Citywide approach

3.21   By operating a 'city wide' service rather than a smaller area eg. Central Brighton and Hove and Hanover & Elm Grove we are delivering a consistent 'city wide' customer service. This approach would prevent dividing the city into different models of service delivery and risking the creation of hotspots and varying degrees of enforcement. The city wide service would need to be agile and respond to unanticipated service pressures, community priorities, emergencies or hotspots. It can form a single point of contact for councillors or MP's. It is important that the objectives and service delivery are not compromised.

Rotas and working pattern

3.22   The business case Appendix 1 page 16 presents 4 different rota options with different staffing levels, different hours of delivery, and different costings. All options include resource for annual leave and sickness. This is budgeted for and provided from within the Field Officer team, not relying on cover from the services in scope.

3.23   Two shift patterns are presented and these are 8.00-20.00 hours and 12.00-20.00 hours. Each of these options has been costed with two staffing options.

3.24 This new service delivery model needs to be agile and respond to not only community needs, but also service needs, and seasonal demands. As this role is launched it is critical that a cautious approach is adopted, that the work, performance and outcomes are strictly monitored and where change is needed that this is quick and responsive.

3.25 The role and functions delivered with be routinely reviewed to ensure that service delivery remains focused on community and service needs, resource, and seasonal demands.

3.26 One of the aims of the role is to deliver fast effective enforcement action citywide so it is therefore important that there is sufficient staff and resource to achieve this fast responsive delivery model. Feedback from the staff workshops highlighted that demand focuses later in the day and evening and generally not as early as 8.00am.

3.27 For all these reasons it is proposed that the preferred option for service delivery be 7 days a week, 12.00-20.00 with a rota of 7 full time equivalents. This would ensure that on any one day there will be between 4 and 6 staff working across the city.

3.28 No firm decision has yet been made on the form of the employment contract in terms of annualised hours or other contractual arrangement. These options will depend on the anticipated flexibility needed to respond to seasonal or in-week patterns of demand.

Resources and Health and Safety

3.29 The intention is that all the costs of the proposed new role will be funded from existing budgets across a variety of services. The services in scope are located in NCH and EEC. The table below highlights the FTE equivalent needed from each directorate and breaks down the resource required for 'existing' functions and the resource required for 'new' functions. In the original business case Appendix 1 page 19 the total resource was 7.19 FTE, this has now been updated to include the City Parks contribution and is now 7.29 FTE. The table below is the updated version.

Fulltime Equivalent (FTE)	NCH	EEC
TOTAL FTE for EXISTING functions	4.84	1.27
TOTAL FTE for NEW functions	1.07	0.11
TOTAL	5.91	1.38
TOTAL from both Directorates inc New and Existing functions	**7.29** Including all 9 services in scope	

3.30   This proposed new Field Officer role has an indicative grade of SO1/2 with the proviso that it is managed by M10 grade or higher.

3.31   The assessment of new and existing work from the services in scope matches the recommended rota for seven members of staff.

3.32   Appendix 1 Pages 16 to 20 of the business case details the costs required to deliver this role city wide. Including transport costs this is now updated to be £0.358m for the first year, and thereafter £0.321m per annum.   Initially all of this will be funded by NCH directorate using a combination of identified budgets of £0.161m, and a contribution of £0.049 from the Housing Revenue Account (HRA). An additional £0.109m relates to a carry forward request to Policy, Resources & Growth Committee to use NCH underspends from 2017/18 to accommodate this service in 2018/19. This approach will enable the benefits to be evidenced and the service will then look at mainstream funding.

3.33   No staff will need to transfer into these new roles and no redundancies will be required to fund this proposed service.

3.34   There is an additional one off £0,050m allocation to tackle growing issues with tented communities. It is proposed to align this funding with the implementation of the proposed Field Officer role. This would fund an additional post working across the city with the aim that the service works with colleagues in City Parks to cover issues relating to tented communities.

3.35   There is also an existing one off £0.020m allocation to City Parks to address anti-social behaviour issues in central Brighton and Hove parks, including the Level. This intervention is currently being targeted every Friday and Saturday night for the remainder of this financial year, and the remaining resource will continue through to next financial year where there will be the opportunity to align with the proposed Field Officer role.

3.36   As part of this funding it is proposed to move £0.042m from the existing Noise Patrol service into the Field Officer service and review how noise services are delivered out of hours. The business case includes a more detailed report on the Noise Patrol service (Addendum pages 5 to 8) on how this service is currently delivered (including resource), and the changes that have happened over recent years.

3.37   The service has been operating for over 20 years and over that time the service delivery model and the hours and days of operation have changed very little.

3.38   In recent years we have witnessed changing trends and challenges in relation to drug and alcohol use, knife attacks, and most recently 'acid attacks'. This ever changing environment and changing social trends are presenting new risks to the staff that deliver this service.   Reductions in Police resources often means that police support is delayed or not available so in reality physically stopping a large party, or getting the music reduced to an acceptable level is not going to happen. Likewise where someone is causing a disturbance and under the influence of drugs and or alcohol stopping the noise that night rarely happens for a variety of reasons, access denied, risk, and lack of cooperation.   What can be practically achieved on the night to stop the noise safely and without risk is becoming an

increasing challenge and an intervention the following Saturday or Sunday is a far safer and more practical solution. Staff in the Environmental Protection Team will continue to work flexibly out of hours to respond to ongoing noise complaints. We will continue to use digital noise recording equipment to gather evidence and enable notice abatement notices to be served. We will also continue to develop partnership working with the Police to witness noise from persistent offenders.

3.39 The service is based at the Carelink Offices in Patching Lodge, Edward Street and operates Friday and Saturday 22.00 hours – 03.00 hours (excluding Christmas and New Year weekends). Two officers work together and deliver the service Citywide, which depending on the call pattern can result in significant travelling times, and delayed response times for our customers.

3.40 Officers from Regulatory Services deliver the service. This is non contracted overtime but delivered via a casual contract in addition to their substantive contract, and paid at M11. Being non contracted overtime makes the service vulnerable and on occasions the service has been cancelled as no officers have been available to work.

2016/17 Cost of service £0.042m	420 complaints over 12 months	239 visits over the year	£176 per visit

3.41 This is an opportunity to modernise how we deliver noise services out of hours and review how this resource could better serve our communities and be better value for money. Lack of a mobile device in the field requires officers to routinely return to the office to check databases and property history, to print enforcement notices, and retrieve customer calls from the answer machine.

3.42 As the role of Field Officer is developed throughout 2018/19 and the scope is more defined, it is anticipated that the operational impact, and potential to reduce costs and/or generate income will be monitored to inform the ongoing cost of the service from 2019/20.

3.43 To manage lone working, and staff health and safety, risk assessments, include lone working risk assessments will be an ongoing process. These are all established corporate processes for managing the health and safety of staff when working away from the office. Remote personal alarm systems such as 'Sky Guard' will also be available for staff to use, including the established corporate Clients of Concern database. Body cams are also being considered as part of the personal protective equipment required by the Field Officers. The Field officers will be working as a team and where necessary can call upon each other to do joint visits. Other colleagues from specialist teams and our partner agencies, including police, can also be called upon by the Field Officer.

Functions and phased approach

3.44 The Field Officer role and functions have been developed through a series of workshops and drop in sessions with over 60 frontline staff and managers. Discussions with Assistant Directors and DMT members have also been held regularly with NCH and EEC Directorates.

3.45   Evidence from our Customer Feedback Team and workshops with communities, including East Brighton and Moulsecoomb, have started to inform how we can work better together, deliver services that meets customer need, and in a way that our customers can easily access.

3.46   As a new and innovative programme crossing a broad range of services, all at different stages of modernisation and digitalisation, we need to adopt an agile and cautious approach to the implementation and development of this role.

3.47   Phase one of this programme will see Field Officers taking on the functions detailed in (Appendix 1 pages 31 to 35), this is an updated version defining the Functions more clearly. This distinguishes between new and existing functions.

3.48   Phase one, from June 2018, includes:

- Noise nuisance investigations inc buskers, alarms, initial response to domestic noise complaints.
- Smoke and dust nuisance investigations for both domestic and commercial premises.
- Low level antisocial behaviour complaints.
- Waste on private land complaints.
- Street trading enforcement.
- Housing Estate Inspections.
- Public Space Protection Order enforcement.
- Condition of land or a property is considered harmful to the area
- Initial assessment and evidence gathering for alleged unauthorised signage inc estate agent boards.
- Breaches of planning condition that are easily quantifiable such as hours of use or delivery time restrictions.
- Third party complaints relating to private sector housing inc HMOs inc overgrown gardens and drainage.

3.49   This will also include the comparatively new work around Public Space Protection Orders which is currently delivered by Travellers, City Parks and Seafront Team (extremely limited). These PSPO offences are:

- Occupying any vehicle, caravan, tent or other structure
- Driving any vehicle on grass
- Littering or fly tipping
- Lighting or maintaining a fire
- Defecating or urinating

3.50   The Field Officer role will be able to work jointly with these services to enforce PSPO offences, and will mean that these capabilities are available for evenings and weekends.

3.51   Phase 2 will start approximately three months after Phase 1 (i.e. September 2018) Phase 2 will review the functions delivered in Phase 1, and starts to

introduce additional functions from other services, including a review of Highways functions.

3.52 A further Phase 3 review will be carried out in December, and again in April 2019, again looking at all functions.

Proposed Job Description and Person Specification

3.53 The draft person specification and job description (Addendum pages 9 to 14) has an indicative grading of SO1/2 on the proviso that it will be managed by a grade no lower than M10. It will go to a formal panel once the details and functions of this role have been finalised.

3.54 This role will be working in the community with communities and engaging with businesses and partners. Mobile digital technology will enable this role to work in the field and in the range of council accommodation. Police and Fire Services have also offered opportunities around possible colocation.

Digital First

3.55 Digital First have been working closely with services and teams to understand how services work, the processes they use, identifying examples of good working practices but also the potential for further service improvement and in particular the benefits that digitalisation can bring. The aim is to deliver a mobile tablet device, enabling fast referrals, fast effective information sharing, and moving customer contact (booking appointments, making payments) online. More on this work, including the revised proposed timetable for implementation is Appendix 1 pages 27 to 28.

Communications and Engagement Plan

3.56 A Communications and Engagement Plan has been developed and will continue to be delivered as this role is implemented, see Appendix 1 pages 39 to 40. Trade Unions and support services (including Finance, HR, Legal, IT and Digital First) have been engaged throughout.

3.57 The staff workshops and drop in sessions have been a valuable tool to develop this role and understand how it can be delivered. Also, how existing services and the proposed new Field Officer role can work together to improve customer satisfaction, develop stronger community collaboration, improve service delivery and use resources more effectively and efficiently.

Field Officer Training Needs

3.58 The consultation process and in particular the staff engagement workshops started to identify training needs associated with this proposed new role. The training needs document focuses on the 3 elements of the Field Officer role and shows the skills and training needs that staff repeatedly identified as part of this process. Staff identified their current skills, the future Field Officer skills, and associated training to carry out the functions of the role. The majority of training will be carried out in house with the Field Officer working closely with the existing specialised teams.

4. **ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS**

4.1   Options for delivery of this role have been explored and are detailed in (Appendix 1 pages 12 to 13), also repeated in the paragraphs below 4.2 to 4.5.

4.2   **Option 1** – Preferred – Create a Field Officer team, working city wide across 9 services. This option creates a team of multi-functional Field Officers supporting a wide range of different enforcement and inspection functions, and resolving or forwarding as much as they can on the spot, improving customer satisfaction. The need for other officers to visit is kept to a minimum, and mobile working improves productivity and customer satisfaction. Field officers get to know their areas and the needs of the people who live there - communities have a greater sense of ownership. This is consistent with the objectives of the wider Communities and Neighbourhoods Portfolio.

4.3   **Option 2** - Digital First Solution only - Could the project be delivered through the Digital First work alone? This option maintains the separate silos of individual enforcement and inspection services, but would transform their ability to transfer information, service requests and data between services, leading to improvement in response times and customer satisfaction, and greater productivity from mobile working. So the individual service benefits are not dissimilar to the Field Officer option. But each officer is still fundamentally responsible for their 'own' service. The Field Officer role has much greater potential for a genuinely collaborative approach, not only between services but also as the eyes and ears of the council and potentially in a closer relationship with the communities they serve. This option also loses the productivity benefits that flow from a single officer responding to everything they see, avoiding the stereotypical case of several officers having to inspect or enforce at the same address.

4.4   **Option 3** – Large all-encompassing enforcement team made of individual services - Another option which is also not considered in greater detail here is the possibility of pulling together a wider range of enforcement teams into a specialist Enforcement Service. There is a risk that this would become too large and diverse and silo working. It would not fulfil the remit to deliver a cross-service flexible workforce supporting community collaboration and behaviour change, and would be disconnected from the Communities and Neighbourhoods Portfolio, and not deliver the objectives and benefits that this has identified.

4.5   **Option 4** - Do nothing – This option does not address the objectives of the Communities and Neighbourhoods Portfolio. It does not include digitisation of services and the benefits this brings. It is not consistent with the proposals already agreed at Committee.

5. **COMMUNITY ENGAGEMENT & CONSULTATION**

5.1   A communication plan for the programme is routinely reviewed to ensure that all stakeholders are informing the development of this role.   An ongoing programme of collaboration and engagement will ensure that this role fulfils both community and service needs, and helps to coordinate service delivery with our partners.

5.2   Over the summer over 60 staff from 9 services attended 5 business improvement workshops, and 4 drop in sessions.   These staff engagement opportunities provided a safe and confidential space for individual staff to raise any concerns / group work to discuss current working practices; suggests areas for improvement including how technology support us; identify good practice and improved customer service; and how we can work better together with our partners and communities.

5.3   Aims of the 5 staff workshops

- Staff informing the development of the Field Officer role
- Workshop outcomes reinforce the outcomes and benefits already identified through the wider Communities and Neighbourhoods Portfolio work
- Job Description and Person Specification have been compiled, reinforcing the need for the three elements of the role
- Responsive fast effective enforcement and inspection work
- Intelligence gathering and fast effective referrals
- Community collaboration and behaviour change
- Best practice recommendations on how we move forward with developing the role, for example, addressing lone working and transport concerns.
- All workshop outcomes will inform the next phase of the modernisation programme, including an implementation plan and enable staff to champion the role of the Field Officer.

Staff Engagement	Outputs
Workshop 1: What we do now	Seven services involved in process mapping a scenario based on customer complaints received by services, helped identify improvements to customer service and removal of duplication
Workshop 2: How technology can help us	Five services involved in identifying good practice and issues to inform a digital solution to enable a fast effective responsive approach to enforcement and inspection and referrals
Workshop 3: What we've learnt so far	Six services involved in identifying Field Officer skills and training requirements; addressing lone working and transport issues and concerns raised by individual staff; and potential functions and task of the Field Officer
Workshop 4: How we can work better together with partners and communities	Building on the work of the previous workshop staff from two services co-ordinated partnership working with a focus on benefits to our communities and what customers value
Workshop 5: Mapping a current process	Four services involved in mapping and providing constructive challenge to an existing process - support and advice provided to a prospective HMO customer – with the view to identifying good practice; opportunities for improved communication and how technology can better support.

5.4   In addition there were routine briefings with heads of service at NCH and EEC DMTs. As part of this programme there were also routine briefings with union representatives. Further briefings and workshops are planned.

5.5 Meetings have also been held with external partners inc briefing to City Management Board and Community Initiatives Partnership.

5.6 Utilising information from workshops with communities in Elm Grove and Hanover, Moulsecoomb, East Brighton has also helped to inform the development of the role.

5.7 Addendum pages 24 to 26 details a table of the outcomes and benefits of the Communities and Neighbourhoods Portfolio, and aligns these with the three elements of the Field Officer role. This consultation process has enabled us to demonstrate the enforcement and inspection programme is an essential component part of the Communities and Neighbourhoods Portfolio, and the need for this modernisation opportunity.

5.8 As this proposed role has developed there have been ongoing discussions and meetings with both unions, GMB and UNISON, but also with external partners including Police and Fire.

5.9 GMB have made the following comments:

We do not support this role and we find it very difficult how this can be justified in the current financial climate that the council find itself in. This will also cause further confusion and duplication and not in our view assist the public in anyway. And finally as the NCH directorate is going through a major restructuring this is money that could be spent elsewhere for benefit of staff and the wider community

Mark Turner
GMB

5.10 UNISON have made the following comments:

Unison opposes the introduction of this new role.
We believe this is an unnecessary expensive and irresponsible proposal.
As members will know we have gone through many years of cuts to budgets and redundancies and these are set to continue into the next financial year, this is a £300K+ growth item whose costs could have been used to offset the redundancies in the latest NCH re-organisation.
The role as designed also has the effect of increasing the demand for Council services through feeding into increased expectations of the public and therefore runs contrary to the strategy that has been followed for the last six years of decreasing the expectations of the public of what can be delivered by the Council following on from austerity.
It duplicates the services provided by departments and lacks clarity in lines of accountability of service provision.
It attempts to portray the Council as open and accessible 24/7 but is paid for through cutting the Weekend Noise patrol a service that many desperate residents turn to when they have anti-social neighbours.
It throws up a number of health and safety concerns around lone working and isolated staff without effective supervision.
In summary it is an expensive gimmick that will do nothing to increase the efficiency of the Council.

Richard Woolven
Unison

5.11   Nigel Cusack City Borough Commander, East Sussex Fire & Rescue Service
East Sussex Fire and Rescue Service has made the following comments:

As a proposal the business case for the Field Officer Role within the Communities and Neighbourhoods Portfolio gains support from East Sussex Fire and Rescue Service (ESFR) and has the potential to support the aims of the Service in relation to Collaborative working. In addition this role also supports reaching out across our communities offering support and assistance to those that are deemed vulnerable within our communities.

The role specifically identifies the sharing of information and expertise with BHCC key partners avoiding duplication, and moving away from silo working, to reduce the number of interactions customers have with different services, ESFRS are fully supportive of this approach and would look to provide some early awareness and training to support the delivery of Home, Business, Road or Water safety education, or deliver training in the awareness in the pathway referral process and identification of those vulnerable to fire.

Fire and Rescue priorities have synergy with the role in relation to community collaboration and supporting the work with communities to build resilience, allowing residents to take greater control to make a difference in their neighbourhoods. This is currently reflected by our work in partnership with BHCC and the City Initiatives Partnership (CIP) which identifies key themes to seek ways of improving health and wellbeing and access to safety information. It is felt that the Field Officer role could support this partnership and provide additional data on those that would benefit from fire safety and wellbeing advice or intervention.

There are also clear links to the PSPO elements that are identified in support of the reduction of deliberate fire setting, either by disaffected youths or by those in tented communities and or residing on the streets of Brighton and Hove.

As a final strand we would like to seek out the opportunities for collaborating across services and the possibility for the Field Officer roles to be agile in their work and be able to utilise our three fire stations across the City to enhance working relationships, open communication and referrals routes and support the wider agenda of collaborative, efficient working.

5.12   Edward De La Rue, Superintendent, Brighton and Hove Division Sussex Police
wanted to add the following comments:

I see the proposed Communities & Neighbourhoods Field Officer role as a very positive development. Sussex Police are currently introducing and embedding our new Prevention model for local neighbourhoods; this will be focused on dedicated officers protected from abstraction in order to work with local communities and partners. Brighton & Hove City Council are a critical partner for us, and I believe that the creation of a team of dedicated Field Officers able to

address local issues through enforcement and wider community collaboration initiatives will enable both organisations to work together more efficiently and effectively and thereby deliver a better service to local people.

6. CONCLUSION

6.1 The proposed Field Officer role is part of the wider Communities and Neighbourhoods Portfolio, and has been developed collaboratively with staff, service heads, communities and our partners.

6.2 This new flexible role will deliver coordinated fast and effective enforcement and inspection work across 9 council services, while at the same time working proactively with communities, and our partners.

6.3 It is proposed to have seven Field Officers delivering services, citywide, 7 days a week, between 12.00 and 20.00. This role will have access to a mobile device facilitating fast effective referrals while also enabling information and evidence to be quickly and accurately gathered. This delivery model will enable services to be accessed early evening and at weekends when currently there is little or no service provision.

6.4 This role needs to be responsive and agile to meet customer and service needs, and ensure that a collaborative approach to service delivery is maintained.

6.5 This new service delivery model will bring services together to deliver a better customer service for our residents, visitors and businesses.

7. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

7.1 The cost of the recommended Option 1 is an up-front cost of £0.039m to pay for counsel advice, the software and the hand-held tablets, and an annual ongoing cost of £0.321m. The up-front costs of £0.039m will be paid for by the digital first programme (£0.038m) and £1,000 from current supplies and services budget for counsel advice. The Field Officer Service is estimated to cost of £0.319m during 2018/19 (the business case in Appendix one does not include the transport costs estimate of £9,940) All of this will be funded by NCH directorate using a combination of identified budgets of £0.161m, a contribution of £0.049 from the Housing Revenue Account (HRA) and £0.109m. This relates to a carry forward request to Policy, Resources & Growth Committee to use NCH underspends from 2017/18 to accommodate this service in 2018/19.

7.2 The business case describes that cashable benefits may be possible as the result of better productivity through the use of the new digital first platform. There is some evidence in the pest control service that the use of the mobile devices may free up existing staff time so that the existing service has greater capacity to complete income generating work. However, it is too early to quantify this at this stage of the programme. Therefore, current budget proposals for this service assume no extra income generation for 2018/19 and beyond.

7.3   As the role of Field Officer is developed throughout 2018/19 and the scope is more defined, it is anticipated that its operational impact and potential to reduce costs and/or generate income will be monitored to inform the ongoing cost of the service from 2019/20.

        Finance Officer Consulted: Monica Brooks   Date: 01/11/17

        Legal Implications:

7.4   The Council's enforcement and inspection powers may be exercised out only by those of its officers to whom relevant powers are delegated, or who are authorised to exercise the powers delegated to more senior officers. This report has outlined the need to delegate relevant enforcement powers to the new Field Officers to equip them to exercise the Council's enforcement functions across the relevant services. This need will be addressed by implementing changes to the Council's Scheme of Delegations to Officers: a course of action which has already been approved in principle following a report to the Council's Policy, Resources & Growth Committee on 9th February 2017. That Committee's formal approval to make the necessary changes to the Scheme will be sought in a future Constitutional Review Report to which will be appended the proposed amendments to the Scheme of Delegations to Officers.

        Lawyer Consulted: Victoria Simpson   Date: 01/11/2017

        Equalities Implications:

7.5   Equalities Impact Assessment (EIA) for the Communities & Neighbourhoods Portfolio is due March 2018.

7.6   However, EIA's for the Communities and Neighbourhoods component programmes are currently being developed by the Communities and Neighbourhoods Coordination Group. This includes the EIA for this proposed Field Officer role.

        Sustainability Implications:

7.7   Where possible waste and litter that is still in relatively usable condition, for this to be re-directed to local charities. There may also be scope to building in a partnership with the local Freegle coordinator (Cat Fletcher cat.scrig@gmail.com) to help redirect the waste that is found and prevent it from being taken to landfill. This could also reduce our landfill charges, contribute to circular economy in the city and support local charities.

7.8   It would be good to include information about the Biosphere programme into the Field Officer training.

7.9   Ensure FO is linked well with all local Community Development Workers. CDWs have a lot of knowledge/expertise of their communities, issues and concerns relating to particularly individuals and particular hotspots in the area. Similarly that they are linked in with Friends of Groups and the new citywide group that is being established (as a Biosphere project) for bringing all friends of groups together. This is called - Brighton and Hove Green Spaces Forum network of

friends groups. (contact Rich Howorth for further details –
rich.howorth@brighton-hove.gov.uk.

Sustainability Development Officer: Mita Patel   Date : 13/11/17

<u>Crime & Disorder Implications</u>

7.10   The proposed new Prevention Policing Model will shortly be implemented and work alongside the Field Officer role.

<u>Risk and Opportunity Management Implications</u>

7.11   The updated risks are detailed in Appendix 1 Page 21 to 26 of the business case.

SUPPORTING DOCUMENTATION

Appendix 1:   Business Case – Proposed Field Officer Role

Addendum: Documents embedded within the original Business case (Appendix 1)

Corporate Modernisation Delivery Board

Subject: **Field Officer Role – Full Business case (part of Communities and Neighbourhoods Portfolio)**

Date of meeting: 27 September 2017

Report of: Larissa Reed, Director, Neighbourhoods Communities and Housing

Contact officer: Annie Sparks, Joint Acting Head of Regulatory Services ext 2436

1. Introduction

This report sets out the Business Case for a new Field Officer role as part of the wider Communities & Neighbourhoods Portfolio, which was reported to the NICE Committee in July 2017. The objectives for the role are to deliver a more effective service (for residents, visitors and businesses), and to work in a more collaborative and proactive way with communities.

The services and functions for the role have been developed collaboratively, including five workshops and four drop-in sessions for staff (over 60 attended). and informed by wider discussion with stakeholders. The service aims to launch in April 2018, with the phased addition of new and existing functions over time, as services are at different states of readiness. This business case represents, perhaps like Orbis, a stage on a journey rather than a finished product.

The team is likely to consist of 7 full time SO1/2 staff (indicative grade at this point), delivering a 365 day service, from 12 midday until 8pm. This will provide 4 members of staff on duty, with cover, working flexibly and proactively across the city in response to seasonal or local priorities. The recommended rota and Field Officer costs are on page 17. The functions of the Field Officers are listed on page 27. The job description and indicative grade are on page 11. The Field Officers will form an important link between communities and services, and will become a useful single point of contact for service users and members.. They will also be an important source of service improvement intelligence.

The service is likely to sit in the Neighbourhoods, Communities and Housing Directorate as it is part of the Directorate's portfolio and existing functions, and its final management arrangements would also align with the ongoing NCH restructure of services.

The total cost of the service is £348,100 in the first year. The role has been developed on the basis of being cost neutral. Funding will be provided by the NCH and EEC Directorates based on their respective volumes of work with the new team.

The Field Officers will work with a mobile device which, based on a Digital First pilot project in Pest Control, will greatly improve productivity in the services the Field Officers support, and which will improve customer satisfaction. An indirect benefit of the programme is some limited potential for income generation in some services, but this was not an objective for the Business Case.

2.   Recommendations

CMDB are recommended to approve Option 1 as the preferred option (page 12) and to agree the following recommendations:

1. Facilitate collaboration from all services and agree the proposed phasing of functions and services (based on the workshops with frontline staff and managers). See page 9 and Appendix 1 on page 27 below;

2. Agree the recommended 12-8pm, 7-member rota (see pages 17 and 9), and the funding and resources required for the set-up of the FO support role (page 19-20 below).

3. Note the timetable for implementation and associated communication and engagement work with key stakeholders (Members, external agencies, staff and unions) (page 34);

4. Note the risks and mitigation actions (page 22).

5. Note the Digital First timetable for delivery (Page 24).

6. Confirm this as a city-wide service, with the management role determining the operational allocation of resource according to seasonal demand and city-wide priorities.

7. Note that Counsel's opinion will be required on the best way to equip Field Officers with the powers needed for the functions specified in Appendix 1 (see page 8).

3.   Further work, issues and risks

Please note that ASG comments are being provided after CMDB have considered this business case.

1. Budget
   The Field Officer role is based on existing and new functions being 'transferred' from current services, but the budget for the Field Officer team will be funded by the NCH and EEC Directorates based on a simple total allocated to each Directorate. It is anticipated the Team will be in place in April 2018, with a full complement of staff, with a three month and a six month review to consider progress and what additional functions are ready to be added.

2. NCH restructure
   At the time of writing, it is uncertain exactly how the Field Officer role will be managed and where it will be located.. Although the Field Officer role has been developed separately, it is likely that the formal consultation over the restructure will involve

discussion over the role, and more communications and engagement work may be needed to disentangle the issues as the timetable moves towards the NICE Committee in November 2017, and key budget decisions in February 2018.

3. Additional Field Officer functions

The Field Officer role is being launched cautiously - Phase one will cover the range of functions that the new service can deliver with confidence, and these will provide the foundation for the incremental addition of further functions and support services. The timing and sequencing for adding more functions is not yet decided, and more work is needed here. Training will be delivered by the 'host' services from April onwards, as part of the process.

4. Digital

The digital mobile platform is key to the role in improving productivity, collaboration and speed of resolution for customers. The Digital First pilot has successfully demonstrated the potential of the new way of working, but there are some risks and issues associated with this (non-standard device; security; printing; purchase timing, sharing information digitally across services).

Full Business Case	
Service Redesign Name	Field Officer role
Directorate/Service	NCH and EEC
Full Business Case Author	Annie Sparks, Joint Acting Head of Regulatory Services
Date Full Business Case drafted	19 September 2017
Senior Responsible Owners	Larissa Reed and Nick Hibberd, Directors of NCH and EEC
Programme or Project Manager	Carole Convers, Programme Manager, CPMO

1. Executive Summary & Recommendations

The aim of theadministration's Communities & Neighbourhoods Portfolio is to put communities at the heart of service delivery, make effective use of resources and support the delivery of savings. Different ways of thinking and working are needed to collaborate and achieve positive change.

The Communities and Neighbourhoods Portfolio is delivering 3 programmes:

1. Community and neighbourhood hub development (physical and virtual)
2. Community collaboration (volunteering and governance)
3. Enforcement & inspection (development of the Field Officer role).

A business case has been developed for the wider Communities & Neighbourhoods Portfolio, which was agreed May 2016 by the Corporate Modernisation Delivery Board. The option agreed was to implement a model of collaborative working and service improvement.

This business case focuses on how we deliver enforcement and inspection functions across services to reduce the costs to the council and give a better service to our communities across the City. A new Field Officer role is being developed to deliver coordinated fast and effective enforcement and inspection work across a number of council services, while at the same time working proactively with communities, and our partners.

Working in our communities and with our communities promotes a more proactive and preventative way of working, that delivers solutions and resolves problems.
Delivering a better customer service for our residents, visitors and businesses is at the heart of this programme.

Following CMDB's approval of the Direction of Travel for this in March, the NICE Committee have already agreed (3 July 2017) to the aims and objectives around the proposed Field Officer role. This Business Case sets out how these could be implemented while at the same time working alongside the principles set out in the wider Communities and Neighbourhoods Portfolio and Business Case.

Developing this Business Case has required close working with a variety of services, staff and partners, to identify how we best integrate service delivery, reduce silo working, align services, and provide more consistency.   Identifying how we achieve this has been a challenge as our services are at very different stages of modernisation and digitalisation. The recommendations have reflected this and highlighted where further work is needed.

APPENDIX 1 - Full Business Case and Options Appraisal

CMDB are asked to approve this Business Case which recommends a team of mobile Field Officers working 7 days a week including some evening working, covering the whole city. It is proposed that this role will work flexibly across services, preventing duplication, reducing response times and improving the way customers access services, with improved customer satisfaction. The Field Officers will be trained by the services they support so they can take appropriate fast and effective action, or refer on with accuracy. Digital solutions are being developed and piloted to enable this to happen.

The Field Officers will be managed as a Team. The location and management structure of the team has yet to be decided. The pending restructure of Neighbourhoods, Communities and Housing Directorate will influence this. Although the Field Officer role has been developed separately, it is likely that the formal consultation over the restructure will involve discussion over the role, and more communications and engagement work may be needed to disentangle the issues as the timetable moves towards key budget decisions in February 2018.

Recommendations

CMDB are recommended to approve Option 1 as the preferred option (page 12) and to agree the following recommendations:

1. Facilitate collaboration from all services and agree the proposed phasing of functions and services (based on the workshops with frontline staff and managers). See page 9 and Appendix 1 on page 27 below;

2. Agree the recommended 12-8pm, 7-member rota (see pages 17 and 9), and the funding and resources required for the set-up of the FO support role (page 19-20 below).

3. Note the timetable for implementation and associated communication and engagement work with key stakeholders (Members, external agencies, staff and unions) (page 34);

4. Note the risks and mitigation actions (page 22).

5. Note the Digital First timetable for delivery (Page 24).

6. Confirm this as a city-wide service, with the management role determining the operational allocation of resource according to seasonal demand and city-wide priorities.

7. Note that Counsel's opinion will be required on the best way to equip Field Officers with the powers needed for the functions specified in Appendix 1 (see page 8).

2. Objectives

The aims and objectives of the proposed Field Officer role are consistent with those of the Communities & Neighbourhoods Portfolio, namely to put communities at the heart of service delivery, while at the same time supporting delivery of savings and making effective use of resources. The objectives of this new role are to:-

•   Improve customer satisfaction with services through citizen engagement, joined up service delivery making services easier to navigate
•   Be better connected, sharing information and expertise with our key partners to avoid duplication, move away from silo working and reduce the number of interactions customers have with different services

- Be smarter with universal services, providing digital solutions for high level transactions, automating connections to back office services, reducing the need for officer intervention and promoting self-help
- Work with communities to build resilience, allowing residents to take greater control to make a difference in their neighbourhoods.

3 elements of the role have been identified:-

1. Enforcement activities that are quick and responsive to customer needs (include Fixed Penalty provisions).   Timely effective enforcement action resolves problems which will reduce unnecessary demand on partners and services.
2. Gathering intelligence and evidence for existing specialist services. Gathering quick and robust evidence including photographs, mapping and statements to inform these services and enable them to deliver faster, more effective and coordinated enforcement action that is resolving both environmental and community problems.
3. Working proactively promoting behaviour change and community collaboration.

Each of these elements wil be covered by the training programme.

3. Background and context

CMDB are familiar with the background, having last considered this in March 2017 to approve the Direction of Travel report. The City Management Board is also aware of the broad proposals (Feb 17) as are members of the Community Initiatives Partnership – the Field Officer role was presented to their June 2017 meeting around collaboration with Police and ESFRS.

Developing the Field Officer role is just one of the programmes being delivered by the wider Neighbourhoods and Communities Portfolio. In addition to community development and stronger community collaboration this portfolio aims to deliver services consistently, more effectively and more efficiently, and improve customer satisfaction. The proposed Field Officer role will help to achieve this, and by working in our communities will have a preventative role that stops cases escalating and putting a demand on resources and services.

Customer Insight Report 2016-2017

It is noted from the latest Customer Insight Report 2016-2017:
- Customer satisfaction with the city council is 60%. This is a 1% increase. The national benchmark is 68%. This shows that the council needs to continue improving its customer satisfaction levels.
- Customer satisfaction is highest when using a face to face channel, and lowest for contact by email. This reinforces the need for a Field Officer role working in our Communities and having face to face contact.

The method of customer contact continues to move in the direction of increased digital access. With budget pressures and increased demand the council needs to strongly consider further digitalisation.

Service delivery model including rotas and geographical areas

The service delivery model for enforcement and inspection aligns with the proposed service delivery model for the wider Communities and Neighbourhoods Portfolio.

Communities & Neighbourhoods: Service Delivery Model

Principles:

Specialist: High cost services/interventions with individual customers (eg. social care, housing)
Generic/flexible: Services provided by staff to non-specific customers (generic customers, flexible staff)
Digital: Information and services delivered electronically
Community collaboration: Services designed and delivered in consultation and/or partnership with the community

The model will be the same for each neighbourhood and community of interest

The size of each segment will be relative to the needs of the neighbourhood or community it serves

Some services will be targeted, some universal. Focus is on prevention and self-help to reduce demand

The proposed new Field Officer role needs to be a generic and flexible working across existing services and supporting the specialist/technical roles located in these services. These existing specialist technical roles deliver highly skilled work and are often involved with complex cases, and can require professional qualifications.

The Field Officer will help to release existing skilled and specialist staff to focus on this lengthy and complex casework and enforcement activities. It is aimed that this will help existing services to use their current resources more effectively and efficiently, task the Field Officer to gather evidence, and also undertake quick win immediate enforcement roles. This flexible and generic role will often be demand led with fast response times and responding to community needs and priorities using new digital technology. This may include new enforcement fixed penalty notice work such as the enforcement of the new Public Space Protection Order (PSPO). This is reflected in the model above.

When developing a new role working across so many different service areas there is a risk of increased demand and having a negative impact on customer service . It is for this reason that we need to have clear baselines that we work to, and at the same time link this to resources we have available. In some cases initial demand can be mitigated through new solutions ie. Digital.

Delivery of this role relies on clearly defined work processes with clearly defined 'hand offs' when a case is passed to another agency or specialist team, and to also clearly define when a case is concluded. This needs to be supported by a comprehensive programme of training.

Delegation of powers

It will be necessary to delegate relevant enforcement powers to the new Field Officer role so that they are equipped to exercise the Council's enforcement functions across the full range of services. This will be addressed by implementing changes to the Council's Scheme of Delegations. This has already been approved in principle following a Report to the Council's Policy, Resources & Growth Committee on 9th February 2017. It is proposed that in any event, all of the Council's enforcement activities, whether carried out by the new roles or not, will continue to be underpinned by the Council's Enforcement Policy.

Services in scope

The service delivery model for enforcement and inspection has the opportunity to work across a number of services and it is proposed these include:-
1. Regulatory Services
2. Housing
3. Private Sector Housing
4. Planning Enforcement
5. Community Safety
6. City Parks
7. Highways
8. Travellers
9. Seafront Office

City wide approach

By operating a 'city wide' service rather than a smaller area eg. Hanover & Elm Grove we are delivering a consistent 'city wide' customer service. This approach would prevent dividing the city into different models of service delivery and risking the creation of hotspots and varying degrees of enforcement. The city wide service would need to be agile and respond to unanticipated service pressures, community priorities, emergencies or hotspots.

It can form a single point of contact for councillors or MP's. It is important that the objectives and service delivery are not compromised.

Rotas

The preferred rota[1] (costs shown in Section 5 on page 17) includes resource for annual leave and sickness (based on 14% additional cover). This is budgeted for and provided from within the Field Officer team, not relying on cover from the services in scope.

Two rota options are presented – these are 8.00-20.00 hours and 12.00-20.00 hours. Hours worked beyond 20.00 would be paid at time-and-a-third.. Each option has been costed with two staffing options. The preferred option for the rota is discussed in Section 5.

The final rota design will complement out of hours work currently being delivered.

No firm decision has yet been made on the form of the employment contract in terms of annualised hours or other contractual arrangement. . These options will depend on the anticipated flexibility needed to respond to seasonal or in-week patterns of demand.

Functions – phased approach

The Field Officer role and functions have been developed through a series of workshops and drop in sessions with over 60 frontline staff and managers. Discussions with Assistant Directors and DMT members have also been held regularly with NCH and EEC Directorates.

Understanding what our customers need and how we can work better with our communities has also been part of this Business Case, and developing the role its functions of this proposed role.   Evidence from our Customer Feedback Team and workshops with communities in Whitehawk and Moulsecoomb have started to inform how we can work better together, deliver services that meets customer need, and in a way that our customers can easily access.

As a new and innovative programme crossing a broad range of services, all at different stages of modernisation and digitalisation, we need to adopt an agile and cautious approach to the implementation and development of this role. As with the Orbis business case, the Field officer role is more of a journey than a description of a finished product. To that extent it will evolve and develop over time, alongside the services the role supports, and the needs of customers. It will continue to align with the rest of the Communities and Neighbourhoods Portfolio. Subsequent phases are defined below to reflect this approach.

Phase one will see Field Officers taking on the functions detailed in Appendix 1. Thisdistinguishes between new and existing functions, and the Associated Fulltime Equivalent (FTE) resource that will be required from both NCH and EEC Directorates. Phase one, from April 2018, includes:

1. Noise nuisance investigations inc buskers, alarms, initial response to domestic noise complaints[2].
2. Smoke and dust nuisance investigations for both domestic and commercial premises.
3. Low level antisocial behaviour complaints.
4. Waste on private land complaints.
5. Street trading enforcement.
6. Housing Estate Inspections.

7. Public Space Protection Order enforcement.
8. Condition of land or a property is considered harmful to the area
9. Initial assessment and evidence gathering for alleged unauthorised signage inc estate agent boards.
10. Breaches of planning condition that are easily quantifiable such as hours of use or delivery time restrictions.
11. Third party complaints relating to private sector housing inc HMOs inc overgrown gardens and drainage.

This wil also include the comparatively new work around Public Space Protection Orders which is currently delivered by Travellers, City Parks and Seafront Team (extremely limited).

These PSPO offences are:

PSPO Prohibitions :
• Occupying any vehicle, caravan, tent or other structure
• Driving any vehicle on grass
• Littering or fly tipping
• Lighting or maintaining a fire
• Defecating or urinating

The Field Officer role will be able to work jointly with these services to enforce PSPO offences, and wil mean that these capabilities are avaialbe for evenings and weekends.

Tented communities are a growing demand on services. City Parks, Travellers Team and the Seafront office are attempting to respond to this new area within existing resources. The PR&G Committee have already agreed a one-off allocation of £50k towards this work. There is an opportunity with this new Field Officer role to assess and pilot how these staff could help to manage this sensitive issue.

Monitoring and performance reporting based on the objectives for the
Ensuring alignment with the C&N Portfolio and ensuring it does not become disconnected.. .-

Phase 2 starts approxinmately three months after Phase 1 (i.e. July 2018)

Phase 2 reviews the fuctions deleiverd in Phase 1, and starts to introduce additional functions from other servies, including Highway Licensing, and Highway Permits.

A further Phase 3 review wil be carried out in October, and again in April 2019, loknig at all functions.

It is proposed that this role can be delivered as cost neutral with services transferring functions and the associated resource. However this Business Case starts to identify potential savings and income opportunities.

Proposed Job Description and Person Specification
The draft person specification and job description[3] has an indicative grading of SO1/2 on the provision that it will be managed by a grade no lower than M10. It will go to a formal panel once the details and functions of this role have been finalised.

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[3]

If this role is approved the next stage will be to assess the impacts on existing roles and, where necessary embark on a formal consultation.

Digital First

Digital First have been working closely with services and teams to understand how services work, the processes they use, identifying examples of good working practices but also the potential for further service improvement and in particular the benefits that digitalisation can bring. The aim is to deliver a mobile hybid device , enabling fast referrals, fast effective information sharing, and and moving customer contact (booking apointments, making payments) online. More on this work, including the proposed timetable for implementation is found on page 24.

Communications and Engagement Plan

A Communications and Engagement Plan has been developed and will continue to be delivered as this role is implemented, see Appendix 3. Trade Unions and support services (including Finance, HR, Legal, IT and Digital First) have been engaged throughout.

The timing and complexity of this Business Case has meant that ASG comments will be sought retrospectively pending the CMDB decision in principle.

The staff workshops and drop in sessions have been a valuable tool to develop this role and understand how it can be delivered. Also, how existing services and the proposed new Field Officer role can work together to improve customer satisfaction, develop stronger community collaboration, improve service delivery and use resources more effectively and efficiently.

Field Officer Training Needs[4]

The consultation process and in particular the staff engagement workshops started to identify training needs associated with this proposed new role. The training needs document focuses on the 3 elements of the Field Officer role and shows the skills and training needs that staff repeatedly identified as part of this process. Staff identified their current skills, the future Field Officer skills, and associated training to carry out the functions of the role.

Other Local Authorities[5]

Initial website searches of comparator Council's who belong to the Chartered Institute of Public Finance and Accountancy (CIPFA) show that 2 Local Authorities, Medway and Newcastle have similar roles to the Field Officer. Further searches showed another 4 Local Authorities; Kent CC, Crawley DC, Chichester DC and Canterbury CC also have similar roles.

Corporate Principles and Priorities

The Communities & Neighbourhood portfolio supports delivery of all corporate principles and priorities:

Principles:
- Public accountability
- Citizen focused

- Increasing equality
- Active citizenship

Priorities:
- Economy, jobs & homes
- Children & young people
- Health & wellbeing
- Community safety & resilience
- Environmental sustainability

Programmes and Projects

The Field Officer role is part of the Communities and Neighbourhoods Portfolio, which was reported to the NICE Committee on 3 July 2017.

The Communities and Neighbourhoods Portfolio is delivering 3 programmes,
- Community and neighbourhood hub development (physical and virtual)
- Community collaboration (volunteering and governance)
- Enforcement & inspection (development of the Field Officer role).

4. Preferred Option

Option 1 – Preferred – Create a Field Officer team, working city wide across 9 services. This option creates a team of multi-functional Field Officers supporting a wide range of different enforcement and inspection functions, and resolving or forwarding as much as they can on the spot, improving customer satisfaction. The need for other officers to visit is kept to a minimum, and mobile working improves productivity and customer satisfaction. Field officers get to know their areas, and the needs of the people who live there - communities have a greater sense of ownership. This is consistent with the objectives of the wider Communities and Neighbourhoods Portfolio.

Option 2- Digital First Solution only - Could the project be delivered through the Digital First work alone? This option maintains the separate silos of individual enforcement and inspection services, but would transform their ability to transfer information, service requests and data between services, leading to improvement in response times and customer satisfaction, and greater productivity from mobile working. So the individual service benefits are not dissimilar to the Field Officer option. But each officer is still fundamentally responsible for their 'own' service. The Field Officer role has much greater potential for a genuinely collaborative approach, not only between services but also as the eyes and ears of the council and potentially in a closer relationship with the communities they serve. This option also loses the productivity benefits that flow from a single officer responding to everything they see, avoiding the stereotypical case of several officers having to inspect or enforce at the same address.

Option 3 – Large all-encompassing enforcement team made of individual services - Another option which is also not considered in greater detail here is the possibility of pulling together a wider range of enforcement teams into a specialist Enforcement Service. There is a risk that this would become too large and diverse and silo working. It would not fulfil the remit to deliver a cross-service flexible workforce supporting community collaboration and behaviour change, and would be

disconnected from the Communities and Neighbourhoods Portfolio, and not deliver the objectives and benefits that this has identified.

Option 4 - Do nothing – This option does not address the objectives of the Communities and Neighbourhoods Portfolio. It does not include digitisation of services and the benefits this brings. It is not consistent with the proposals already agreed at Committee.

OPTION 1   Citywide Field Office service – the preferred option
1.   **Description of the option**
See above

2.   **Is this the preferred option?**
Yes for the reasons above.

3.Cashable benefits   *What are the anticipated financial savings from the programme or project? Profile the savings over the lifetime of the programme or project.*
The field officer role would not in itself generate cashable benefits. However, cashable benefits may be achievable from the Digital First platform. This is based on the greater productivity evidenced by the Pest Control pilot, Their hybrid mobile device (with direct data input into a shared data base whilst in the field) frees up existing staff time so that the existing service has greater capacity to complete income generating work - Pest Control officers can complete more chargeable jobs. The 2017-18 Pest Control income budget had an additional income target of £20k which the service is currently on track to deliver (TBM4). At this stage of the programme we cannot quantify what if any income generation can be achieved from the proposed Field Officer role.

4. *Non-cashable benefits, includingthe Communities & Neighbourhoods Portfolio benefits profile*[6] *Every non-cashable benefit (or improvement) should be expressed in measurable terms, and the current situation understood and baselined before the programme or project is implemented. Include benefits from the perspective of the customer*			
Current situation	*Benefits expected*	*Measured outcomes that you hope to achieve*	*How will the benefits be measured?*
The FO role is flexible and able to add additional functions as needed.	Greater flexibility enabling the organisation to respond to change without additional costs.	A widening level of functions delivered by Field Officer at the six month and twelve month review.	Existing reports and Future monitoring and performance still to be defined.
Management information weak.	Single service under one manager improves collaboration and sharing of information and inteligence. Mobile platform enables data sharing, and real time performance monitoring. Greater potential for proactive working based on frontline knowledge and data	A new suite of real-time reports produced by the mobile platform. Pest Control has already piloted this.	Mobile platform reporting. Existing reports and Future monitoing and performance still to be defined.

	analysis. Closer alignment with community priorities.		
Services 'siloed' and working independently Customers dealing with multiple services working to different response times. Duplication of resources Limited career development opportunities	Improve customer satisfaction with more effective and efficient communication More responsive service to tackle variation in demand by adopting an agile approach to better respond to customer and operational needs. Generic and flexible role working across existing services and more effective use of resource. Ability to access and pay for services online. Faster service coordinated response times. Single point of contact. Improved staff morale in being involved in a wider remit of work and personal development opportunities	Customer Insight and satisfaction metrics. Reports show a growing % of work booked online.	Existing reports and Future monitoring and performance still to be defined. Existing reports and Future monitoing and performance still to be defined.
Specialist teams	Removal of transactional, straightforward activities from skilled specialist officers and more effective use of resource.	Higher productivity and job satisfaction of specialist staff.	Existing reports and Future monitoing and performance still to be defined.
Low awareness of, and difficulties in finding and accessing services having a negative impact on customer satisfaction and effective service delivery	Improved customer satisfaction More effective use of resources Improved resident health and well-being	Services easier to access Communities better able to access services in their neighbourhoods Joined up approach to service delivery and collaboration	Feedback from users of services in the area on awareness of and navigation and access to local services and buildings following the implementation of the programme
Ward members regularly approached by residents to resolve operational issues, and difficulties identifying who to approach to resolve issues. Services working in isolation with little or no coordination and duplication resulting.	Improved customer satisfaction Faster effective referrals to services Improved job satisfaction More resilient communities Greater democratic participation	Greater support for Members engaging with communities Problems resolved through community collaboration Better response to complaints.	Feedback from users of services Members feel more supported through use of new tool(s) developed inc mobile hybrid platform for use in the field. Complainants have their issues dealt with more openly and swiftly
Perception by some residents	Improved customer satisfaction More resilient communities	Communities able to influence decision making in their area	Residents feedback following

that public sector services have not listened to their issues or effectively addressed their concerns		Problems resolved through community collaboration	implementation of greater collaborative working
Existing community based digital resources not used to full capacity, and limited use of digital services online	More effective use of resources. Improved resident health and well-being Improved customer satisfaction Improved job satisfaction	• People better able to access digital services • People more able to self-help • Cost of transactions reduced • Unnecessary journeys reduced • Website clearer and easier to navigate	Increased use of existing community based digital resources, and online services
Inconsistent levels of collaboration between different services, external partners, and communities	More resilient communities Improved resident health and well-being More effective use of resources Improved customer satisfaction Improved job satisfaction Share resources and information effectively inc co-location opportunities.	• Communities empowered to co-design services • Communities have greater access to information and expertise • Problems resolved through community collaboration • Stronger relationship between sectors • Closer working between organisations • Joined up approach to service delivery • Innovation is encouraged and rewarded	Number of services and partners working together and range of activities and resources that are being shared or jointly used/delivered
Opportunities for greater involvement by private sector, including universities	More resilient communities Improved resident health and well-being More effective use of resources Improved job satisfaction	• Closer working between organisations • Joined up approach to service delivery and collaboration • Stronger relationship between sectors • Innovation is encouraged and rewarded • Service plans based on evidence of need	Number and range of private sector partners involved in delivering community and neighbourhood plans and resolving local issues
Need for greater coordination of prevention activity with wider range of services and agencies	Improved resident health and well-being More effective use of resources Improved customer satisfaction More resilient communities	Service plans based on evidence of need Increase in prevention activity More support for developing multi-disciplinary teams Joined up approach to service delivery	Service plans and action plans evidencing prevention activity in coordination with targeted/specialised services

5.	**Costs (capital and revenue)**
	What are the capital and revenue costs of the programme or project? Profile these costs over the lifetime of the programme or project.

The table below sumarises different rotas that could be adopted to deliver this role including the associated staffing costs.

Option	Areas/staff each day	Basic Salaries*	Weekend Working**	Subtotal	On cost Rate	Total staffing costs	Total Staff
1. 8-8	3	£241,224	£29,259	£270,483	27%	£344,000	8
2. 8-8	4	£309,284	£39,012	£348,296	27%	£442,000	10.3
3. 12-8	3#	£138,704	£19,506	£158,210	27%	£201,000	4.6
4. 12-8	4	£211,071	£26,008	£237,079	27%	£301,000	7

*Based on SO1/2, scp 34, top of the scale. **Average cost per post, with on costs, cover and weekend working = £43k.**
**Assumes 52 weekends are covered for either 12 hours or 8 hours per day at time and a half.*

The preferred option is 12.00 – 20.00 hours with 7 staff because this supports a 'cautious' approach while we assess the new role and customer needs.

Transport costs will be defined at a later stage once operational arrangements have been agreed. Alternatives to be considered include annual bus pass, City Car Club, electric bikes/ moped etc…Some of these costs are currently attached to existing services.

	Year 1	*Year 2*	*Year 3*	*Year 4*	*Total*
Capital costs	NIL unless purchasing vehicles				
Ongoing maintenance of DF devices ICT supplies and services	8 x Hybrid mobile device £1k each (one spare) = **£8k** (Digital First pay) and £6k one off cost per UNIFORM service = **£30k** for 5 (Digital First pay) Ongoing support and maintenance £1200 per UNIFORM App (service to pay) = **£6k**	£6k Device replacement = £2k	£6k Device replacement = £2k	£6k Device replacement = £2k	DF = £38k FO team = 30k = **£68k**
Premises	Existing and co-location with external partners eg. Fire and Police				
Transport	See above – to be defined.				
Training	Majority in house. Any external training will be an additional cost- unknown at present				
FO staff and manager	7 x £43k (scp34 + all costs) excl management costs =	£301k	£301k	£301k	**£1,204,000**

	£301k				
Counsel's advice	£1000				£1,000
Protective equipment	£300 per officer inc protective shoes, waterproof clothing and option on a uniform style approach if proposed, bag for caring equipment. = £2,100	£2,100	£2,100	£2,100	**£8,400**
Totals (per year) & grand total	£348,100	£311,100 plus pay settlement	£311,100 plus pay settlement	£311,100 plus pay settlement	**1,281,400**

6.	**Funding**
	Have the budgets to fund the programme or project been identified?
	Specify which budgets.

The intention is that all the costs of the proposed new role will be funded from existing budgets across a variety of services.   The services in scope are located in NCH and EEC. The table below highlights the FTE equivalent needed from each directorate and breaks down the resource required for 'existing' functions and the resource required for 'new' functions.

This proposed new Field Officer role has an indicative grade of SO1/2 with the proviso that it is managed by M10 grade or higher.

Fulltime Equivalent (FTE)	NCH	EEC
TOTAL FTE for EXISTING functions	4.84	1.17
TOTAL FTE for NEW functions	1.07	0.11
TOTAL	5.91	1.28
TOTAL from both Directorates inc New and Existing functions	**7.19** Note: FTE resource from City Parks to be defined (not significant).	

The assessment of new and existing work from the services in scope matches the recommended rota for seven members of staff.

In addition there is the potential to move £42k from the existing Noise Patrol service[7] into the team and enable this role to deliver a service through to 20.00 hours and also at weekends. This is an opportunity to continue to deliver a Noise service out of hours but while introducing a service for 12-8 at weekends.

7.	Resources				
Service	*Why are they required?*	*Quantify the require ment (fte)*	*When are they required?*	*Has the service been consulte d and what did they say?*	*Are the staff available?*
Operational staff	Service Lead to deliver the preferred option and ensure that further phases identified are implemented as necessary. Also to deliver committee report including NICE Nov 2017 and PR&G Feb 2018. Update DMT's.	30% of FTE	After approval of CMDB – 27-9-2017	Yes – provision al on NCH restructu re	Yes
Communicatio ns	To continue with the implementation of the Communications and Engagement Plan including internal and external comms.	Ave. 1 hour a week	After approval of CMDB – 27-9-2017	No	Unknown
Finance	To continue to work with services to identify budgets to deliver approved option.	Ave. 1 hour a week	After approval of CMDB – 27-9-2017	No	Unknown
Human Resources & Organisational Development	To continue to work with services to deliver approved option and assist with consultation and recruitment.	Ave. 3 hour a week	After approval of CMDB – 27-9-2017	No	Unknown
ICT	To work with DF and services to deliver approved option and specifically : • Facilitate cross service working and information sharing/ software compatibility to deliver the required outputs • Delivery of a mobile hybrid device and ensure compatibility across service • Maintenance and developments of the mobile hybrid device	30% of FTE	After approval of CMDB – 27-9-2017	No	Unknown

Digital First	To work with ICT and services to deliver approved option and specifically : • Facilitate cross service working and information sharing/ software compatibility to deliver the required outputs • To clearly define service processes and optimise digitalisation of services. • Delivery of a mobile hybrid device and ensure compatibility across service	1 FTE	After approval of CMDB – 27-9-2017	No	Unknown
Internal Audit	N/A initially but to feed in at future phases to audit where ring fenced budgets exist.	2 hours per month	After approval of CMDB – 27-9-2017	No	Unknown
International Team (knowledge of funding opportunities)	N/A	N/A	N/A	N/A	N/A
Legal & Democratic Services	Support with the required delegations. Counsel's advice will be sought (costs to be budgeted for). Also support with committee reports.	3 hours a month	After approval of CMDB – 27-9-2017	No	Unknown
Performance, Improvement & Programmes	BI to work with DF to deliver service processes and assist with optimising digitalisation. CPMO – deliver of approved option and implementation of future phases.	30% of FTE	After approval of CMDB – 27-9-2017	No	Unknown
Policy, Communities & Equalities	Top deliver committee reports and ensure compatibility with the wider N&C Portfolio	1 hour a week	After approval of CMDB – 27-9-2017	No	Unknown
Procurement	N/A	N/A	N/A	N/A	N/A
Property & Design	To help locate the FO team and explore co-location options	1 hour a week	After approval of CMDB – 27-9-2017	No	Unknown
Sustainability	N/A	N/A	N/A	N/A	N/A

8. Risk and opportunities

Likelihood: 1 – Almost Impossible, 2 – Unlikely, 3 – Possible, 4 – Likely, 5 – Almost Certain

Impact: 1 – Insignificant, 2 – Minor, 3 – Moderate, 4 – Major, 5 – Catastrophic (or Fantastic, if an opportunity)

| 15 – 25 Red | **High.** Immediate action required & escalate to management level above | | 8-14 Amber | **Significant.** Review & ensure effective controls | 4-7 Yellow | **Moderate** (option to TOLERATE) Monitor if risk levels increase TOLERATE? | | 1-3 Green | **Low** (option to TOLERATE) Monitor Periodically |

Risk No.	Risk Description & Proximity	Potential Consequences	Initial Likelihood (L) Risk Score (see header)	Initial Impact (I) Risk Score (see header)	Controls	Revised Likelihood (L) Risk Score (see header)	Revised Impact (I) Risk Score (see header)	Revised Risk Score (Multiply L x I)	15-25 Red / 8-14 Amber / 4-7 Yellow / 1-3 Green — Does this risk warrant more action ('Solutions')? Be guided by the Risk Revised Risk Score & add actions	Target Date	Responsible Officer	Date Added	Date Updated
1	Conflict over stakeholder priorities and strategies	Reputational damage, poor customer service and not managing expectations	4	3	Strong operational leadership. Regular joint intelligence meetings with external partners, including opportunities around co-location and joint working. Developing community collaboration and enabling communities.	3	2	**6**		Sept. 2018	AS	27/09/2017	**04/01/2018**

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| 2 | Resources insufficient to staff the FO service | Reputational damage, poor customer service and not managing expectations. Service is spread too thinly to have the impact needed. FO unable to meet demand and deliver defined functions. FO staff struggle to support the specialists. FO and specialists fail to integrate and silo working continues. | 3 | 4 | Maintain an agile approach that ensures consistent service delivery city wide across all our communities. Ensure close management of the service that continues to monitor and review performance information, customer need, and deploy resources flexibly and appropriately. Fast and effective response where service delivery is not meeting customer need. Work with services in scope to optimise opportunities in relation to future income generation. Having an ongoing training plan that ensures close working between FO and specialists and makes effective use of resources. Implementation of a phased programme of review to ensure effective service delivery, in accordance with the programme's objectives. | 2 | 3 | **6** | | | | | | Sept. 2018 | AS | 27/09/2017 | **04/01/2018** |

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| 3 | Noise patrol – change to how out of hours noise services are delivered | Health & Safety risks to frontline staff and subsequent corporate risk. Reputational damage and not managing customer needs. Noise complaints between 8pm and midday not routinely responded to by the FO. Breaches of noise abatement notices cannot be witnessed by FO during this time. Noise complaints may escalate if immediate intervention is delayed. | 3 | 3 | Staff risk assessments in place and routinely reviewed to reflect changes to the night time economy and increasing risks to staff associated with this. FO to follow up late night noise complaints the following day with a safer and more practical solution, and stop complaints escalating. FO to be on annualised contracts and thereby enable flexibility around hours worked. this will include opportunity for joint visits with colleagues and Police Staff in EP team to continue working flexibly out of hours to respond to ongoing complaints. Continue use of digital noise recording equipment to gather evidence and enable notice abatement notices to be served. Continue to develop partnership working with Police to witness noise from persistent offenders. | 2 | 2 | 4 | | | | | | 01/09/2018 | AS | 27/09/2017 | 04/01/2018 |

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4	Ensuring effective technology and access to it	Lack of mobile technology and associated functionality will prevent fast effective enforcement action and service delivery. Slow down information exchange and referrals. Reputational damage that does not meet customer and service needs and prevents effective communication with stakeholders.	4	4	Weekly meetings with ICT and DF to collaborate on procurement and delivery. Purchase of tablets and UNIFORM Applications to be trailed across services and this will commence in January in accordance with the revised ICT and Digital First Programme Plan. Ensure that this plan is routinely reviewed an any implementation issues escalated. FO to be given access to PCs while the tablets are being implemented and functionality reviewed.	3	3	9		01/09/2018	AS	27/09/2017	
5	Council led not community driven	Community not engaged and approach not sustainable	4	4	Regular meetings with key CVS stakeholders in particular community development providers. Council has adopted the city Collaboration Framework. CVS representatives on the board	3	3	9	Robust communication and engagement plan and culture change programme Propose to board that it extends it membership to include a community rep from each of the four hubs	19.9.17	SRO	18.4.17	3.8.17

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6	Expectations established that cannot be delivered	Reputational damage to the council	4	4	Clarity on scope of portfolio and in communications. Community co-delivers. Regular briefings for lead member and update to NICE committee. Regular lead member briefings.	3	3	9	Robust communication and engagement plan. Cross party working group.	Ongoing	SRO	18.4.17	3.8.17
7	Partnership is dominated by certain people or issues and is not truly representative	Activities and outcomes skewed	3	4	Utilise role of Community Development Workers. Advice from Equalities Co-ordinator.	2	3	6	Propose to board that it extends its membership to include a community rep from each of the four hubs. Develop and review effect EIA. Ensure neighbourhood partnerships and plans respond to the diversity of their population.	30.11.17	SRO	18.4.17	3.8.17
8	Potential impact of any changes in political control	Portfolio is at risk	4	3	Individual member engagement. Regular briefings for lead member and to NICE committee.	3	2	6	Set up cross party member working group.	31.10.17	SRO	18.4.17	3.8.17
9	Vulnerability of funding to the third sector	Unable to support co-design and co-delivery of services	4	4	Sustainability of service delivery considered in every proposal.	3	3	9	Support CVS organisations to bid for additional funding. As part of council budget setting process flag cross dependency between portfolio and third sector investment programme.	31.10.17	CNC	18.4.17	3.8.17
10	Challenge of organisations and services to join up strategically and operationally	Portfolio outcomes not fully realised	4	4	Strategically risks are fewer, operationally working is more difficult; robust stakeholder consultation and management.	3	3	9	All board members to ensure they have support of their organisation/senior management. Recruit neighbourhood support officer to work with organisations on barriers and solutions.	31.10.17	SRO	18.4.17	3.8.17

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11	Challenge of bringing about cultural change	Change not embedded	4	4	Introduction of Behaviour Framework and lessons learned from other change initiatives such as Workstyles.	3	3	9	Commitment to and implementation of the Collaboration Framework of all organisations and individuals involved.	Ongoing	CNC	18.4.17	3.8.17
12	Lack of, or inability to access, financial and other resources	Portfolio outcomes not fully realised	4	4	Challenge assumptions around uses of funding and be creative	3	3	9	Resourcing stakeholders involvement in the process of change. Drawing in central support services. Convince key stakeholder services of the benefits of co-ordinating resources to deliver portfolio.	30.11.17 & ongoing	SRO	18.4.17	3.8.17
13	Fail to share information across partners and communities	Service delivery not as effective	3	3	Information communicated via C&N Co-ordination Group, C&N Board and committee reports	2	2	4	Neighbourhood support officer post. Communications plan.	Ongoing	SRO	18.4.17	3.8.17
14	Intervention of unions	Limits ability to digitise services	3	4	Make best use of technology already available. Digital First Lead on C&N Co-ordination Group.	3	2	6	Training and support for staff to use new digital technology. Digital inclusion activity with staff and public. Secure commitment from new Digital & IT Board to align their work to the needs of the portfolio.	30.9.17 & ongoing	SRO	18.4.17	3.8.17

APPENDIX 1 - Full Business Case and Options Appraisal

9.	Outline programme or project plan

Indicate the timeline for the programme or project with key milestones, including when decisions are needed and by whom, and deliverables.

See Appendix 3 for the Revised High Level Programme Plan

Revised ICT & Digital First timetable– 4-1-2017

Date	Status	Objectives
July /August 2017	Completed	Understand exactly what parts of the FO requirements can be done by which UNIFORM product. Get demos; liaise with Planning, IDOX and ICT.
Sept/October 2017	Completed	Purchase the App and Mobile devices and commence job shadowing and discovery.
Nov/Dec 2017	Planned work –tbc – needs to follow on from when Planning Enforcement implement it	Implement Enterprise workflow with all UNIFORM users.

Explore possibilities for rolling it out to other non-UNIFORM teams in line with FO remit. |
| **Nov/Dec/Jan** | Planned work – linking in with head of digital and customer insight future prioritisation | Work with services to identify new pathways for referrals and complaints made by residents. Link to implementation plan of the new revised BHCC website. |
| **Jan/Feb/Mar 2018** | Planned work | Implement UNIFORM Cloud Connect Adaptor this will enable the testing of both test and live Apps.

Work with Police partners to integrate with ECINS software (currently used by BHCC and Police for information sharing).

UNIFORM App for Environmental Health, Licensing and Private Sector Housing already exists. App for Planning Enforcement about to be launched. Therefore to initially trial UNIFORM service request app with Private Sector Housing, Licensing and Environmental Health and possibly Planning Enforcement.

Map functions required for phase One FO role to apps and identify any gaps in functionality.

Trial handheld printers and keyboards, subject to receiving outstanding advice from Information Governance.

Configure mobile devices to deliver access to UNIFORM apps.

Prepare FO workstations and access to Out of Hours base at New England House. |
| **April – June 2018** | | The earliest that mobile devices will be available is April – will need to assess what work happens depending on their |

		availability.
June 2018 [Field Officers in post]		Refresh and reprioritise work plan based on knowledge. Prepare for Phase 2.
Future phases		Getting teams onto Enterprise workflow -task, referral and prioritisation tool

Explore what UNIFORM customer journeys could be added on to the website to fill any gaps in FO functions or deliver improved customer functionality, integrated directly back into UNIFORM and Enterprise workflow. E.g. Booking site visits and pre-application visits, with payment.

In addition to the implementation of Apps. Adding Highways introduce UNIFORM Highways, Seafront, Travellers and City Parks. This requires further resource. Link to the enterprise workflow.

developing handheld Printer functionality and developing accompanying online notices/PACE notes |

10. Stakeholder consultation

A summary of the Communications and Engagement plan is in Appendix 3

Summary of Staff Engagement workshops and drop ins

- Over 60 staff from nine services, including 3GS, across two directorates attended five Business Improvement workshops and four drop-in sessions, over a four week period.
- An initial three workshops and two-drop-in sessions were scheduled to involve staff in the development of the Field Officer role and listen to staff concerns. A further two workshops and two drop-in sessions were added to maximise staff participation and accommodate staff working patterns.
- Following the first workshop, a responsive and agile approach was taken to planning all the workshops which included addressing concerns raised by staff during the drop-in sessions.
- The staff engagement opportunities provided a safe and confidential space for individual staff / group work to discuss current working practices; suggests areas for improvement including how technology support us; identify good practice and improved customer service; and how we can work better together with our partners and communities.

Aims of the 5 staff workshops

- Staff informing the development of the Field Officer role
- Workshop outcomes reinforce the outcomes and benefits already identified through the wider Communities and Neighbourhoods Portfolio work
- Job Description and Person Specification have been compiled, reinforcing the need for the three elements of the role
  - Responsive fast effective enforcement and inspection work
  - Intelligence gathering and fast effective referrals
  - Community collaboration and behaviour change

- Best practice recommendations on how we move forward with developing the role, for example, addressing lone working and transport concerns.
- All workshop outcomes[8] will inform the next phase of the modernisation programme, including an implementation plan and enable staff to champion the role of the Field Officer.

Staff Engagement	Outputs
Workshop 1: What we do now	Seven services involved in process mapping a scenario based on customer complaints received by services, helped identify improvements to customer service and removal of duplication
Workshop 2: How technology can help us	Five services involved in identifying good practice and issues to inform a digital solution to enable a fast effective responsive approach to enforcement and inspection and referrals
Workshop 3: What we've learnt so far	Six services involved in identifying Field Officer skills and training requirements; addressing lone working and transport issues and concerns raised by individual staff; and potential functions and task of the Field Officer
Workshop 4: How we can work better together with partners and communities	Building on the work of the previous workshop staff from two services co-ordinated partnership working with a focus on benefits to our communities and what customers value
Workshop 5: Mapping a current process	Four services involved in mapping and providing constructive challenge to an existing process - support and advice provided to a prospective HMO customer – with the view to identifying good practice; opportunities for improved communication and how technology can better support

Workshop outcomes (Section 10 - Stakeholder Consultation continued)
This table[9] details the outcomes and benefits of the C&N portfolio and the three elements of the Field Officer role. The information gathered during the Field Officer consultation process; this included workshops, discussions with servces, managers, and drop in sessions has been aligned to the already identified outcomes and beneets of the wider C&N Portfolio. This consulation process has enabled us to demeonstrate the enforcement and inspection programme is an essential component part of the the C&N portfolio and the need for this modernisiation acativity.

11.	**Equalities**

Has an Equalities Impact Assessment been conducted for the programme or project? Is one required? When will it be undertaken?

EIA for Communities & Neighbourhoods Portfolio is due March 2018.

EIA's for Communities and Neighbourhoods component programmes being developed by the Communities and Neighbourhoods Coordination Group by Oct 2017.

12.	**Sustainability**

What significant environmental impacts is the project likely to have?
Are there any implications for the local economy and local communities?

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[8] Workshop outcomes are available on request

No significant environmental impact.

Authority to proceed

This business case needs to be approved via the appropriate governance route before the programme or project can be implemented. Please complete the table below to confirm where this authority was obtained. Please ensure the agreement was minuted

Meeting where authority to proceed was obtained	Date of meeting
CMDB	27 September 2017

Appendix 1 – Field Officer Functions

	Key:	EXISTING FUNCTION	NEW FUNCTION
SERVICE	**FUNCTIONS TASKING AND REFERRALS**		
1. Regulatory Services	**FUNCTIONS**		
	Disconnection of vehicle and premises alarms		
	Investigation and abatement of noise in the street		
	Initial response and investigation to residential noise complaints		
	Investigation and abatement of all commercial and domestic bonfire complaints		
	Investigation and abatement of all commercial and domestic dust complaints		
	Investigation and abatement of waste on private land inc noxious matter on private land		
	Investigation of blocked commercial drains and commercial drains in disrepair		
	Enforcement of taxis over/illegal ranking		
	Street Trading Enforcement only inc markets and mobile vehicles		

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	Dog Control Order Enforcement : including not keeping a dog on a lead; not putting, and keeping, a dog on a lead and permitting a dog to enter land from which dogs are excluded;
2. City Parks	
	Intelligence and evidence (for court purposes) - ASB, fly tipping, parks borders etc. This is currently largely done during the working week there is very little cover at other times.
	Out of Hours - improving behaviour and issue PSPO's. There is some incidental work by rangers
	Out of Hours – Tents. Currently rangers are working on this but this is a rapidly growing issue
	Out of Hours - Respond to initial queries and answering questions on Tree Preservation Orders (TPO) and Conservation Orders through checks on planning portal
3. Housing Management	**FUNCTIONS**
	Carry Out Estates Inspections and follow up .
	Investigating boundary disputes
	Intelligence gathering on ASB and drug related behaviour and community reassurance liaison
4. Private Sector Housing	**FUNCTIONS**
	Responding to complaints about unlicensed HMOs. Visit and collate evidence and pass back to HMO team/and or Planning Enforcement to enforce.

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	.Third Party complaints (not tenants)about private rented accommodation including licensed and non-licensed HMOs eg. Waste and overgrown gardens
	Residential drainage – blocked external drains in private rented and owner occupied accommodation
5. Planning Enforcement	**FUNCTIONS**
	Condition of land or a property is considered harmful to the area (Detriment to the amenity of the area) Serve Section 215 notices/enforcement if necessary.
	When building work commences, check the history and contact the developers to make them aware that their conditions should be discharged (New digital solution)
	Breaches of planning condition that are easily quantifiable such as hours of use or delivery time restrictions (All go to FO for initial assessment and checking planning history and then triaged
	Estate Agent Boards enforcement
	Initial assessment and evidence gathering for alleged unauthorised signage.
	Following complaint visit listed buildings when work has commenced on them to gather information and warn them of their responsibilities before passing to Planning / Heritage immediate response to stop work and gather evidence issue temp stop notice.
	Display of site notices relating to planning permission
	TASKING AND REFERRALS

	General site visits to gather information for Planning Enforcement Officers relating to enforcement cases (photos, measurements, talking to residents)
	Serve section 16 to gather information relating to ownership and share information with all teams
6. Travellers	**FUNCTIONS**
	Out of Hours Dealing with PSPO breach out of hours
	Out of Hours Hotspots Out of hours checking for evidence as to whether vehicles are lived in and if so serving a S77 notice and referring to the team for follow up
7. Seafront Office	**FUNCTIONS**
	Remove illegal traders from the upper/lower promenade
	Seafront commercial premises not managing their waste
	PSPO work
8. Community Safety	**FUNCTIONS**
	Attending LATs and relevant community/residents meetings when ASB/hate incidents is on the agenda.
	Community and individual victim reassurance visits to reduce harm
	Letter drops in priority and emerging areas and for ongoing cases Patrolling priority and emerging areas gathering information, intelligence and evidence and providing community reassurance and reducing harm

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	Serving Warning letters and notices e.g. Community Protection Notices (CPN)
	TASKING
	Tasking on complex cases
9. Highways	**FUNCTIONS**
	Abandoned bicycle tagging/photographs no follow up enforcment back to team
	Evidence gathering Overgrown Vegetation photographs only. Enforcement back to team
	PSPO Prohibitions :
	1. Occupying any vehicle, caravan, tent or other structure
	2. Driving any vehicle on grass
	3. Littering or fly tipping
	4. Lighting or maintaining a fire
	5. Defecating or urinating

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Appendix 2 – Digital First and Mobile working

The Committee Report to the NICE Committee 3 July 2017 says:

Digital First (DF): 'The work carried out by the Digital First team to help transform how services work [*this refers to the Field officer role*] is fundamental to the success of the Communities & Neighbourhoods Portfolio. This work has already started with the proof of concept for mobile working, and booking appointments and making payments that is now being piloted in the Pest Control service.

As the Communities & Neighbourhoods Portfolio becomes embedded across the city, the Digital First team will work with the service officers and service users to help break down barriers across the organisation and deliver a resident focused service. This will be most evident for customers in the new website as it develops and makes finding information and carrying out transactions online quick and simple. For staff, it will be in streamlined, paperless processes and mobile working'.

The DF work has the following objectives:
- Make real savings;
- Break down barriers in the council
- Do the hard work to make things easier for users
- Move paper processes online
- Or trial a truly innovative idea

An early priority is to understand the volumes and priority importance of the key FO functions and tasks, given they are on different systems (or no system) and have in some cases limited evidence from data.

Mobile Working for Field Officers[10]

APPENDIX 1 - **Full Business Case and Options Appraisal**

Digital First has been involved in this project from the planning stages and has co-delivered Business Improvement workshops to discuss how mobile working could be used to support the new role. A pilot has been in operation since April 2017 with the Pest Control service and this was a critical piece discovery work which demonstrated how we can create a bespoke digital platform that meets services and customer needs and works with existing software (UNIFORM)..

Priorities

With multiple services come multiple systems. Digital First's early priority will be to work with those functions that rely on UNIFORM (Planning Enforcement, Environmental Health, Licensing and Private Sector Housing), before moving on to services using different software. Early discussions with the UNIFORM software company has identified that a new App has been recently launched to cover Environmental Health, Licensing and Housing Services, with Planning Enforcement soon to follow with a separate App. These new Apps may avoid the need to design and develop bespoke digital platforms.

There are some services such as the Seafront team who have no software or customer database. How this is a manged and resourced wil be defined following further discovery work with these services.

Costs – £38k - see costs section page 17 above.

Development

The plans for development are a programme of shadow and support for 4-6 months to give complete understanding what the App can achieve. What the App can't achieve can be
designed by DF.

Appendix 3

High Level - Programme Plan for Field Officer Role					
Revised 2-1-2018	**Oct 2017 - Mar 2018**	**Apr - Jul 2018**	**Aug - Oct 2018**	**Nov 2018 - Apr 2019**	**Lead**
Governance and decision making					
Corporate Modernisiation Delivery Board	27-09-2017				AS
Neighbourboods, Inclusion, Communities and Equalities Committee	27-11-2017				AS
Neighbourboods, Inclusion, Communities and Equalities Committee	22-01-2018				AS
Policy, Resources & Growth Committee	29-03-2018				AS
Stakeholder and Engagement					
Continue engagement with stakeholders includes Communities, Staff, Unions and Members - in accordance with Communications & Engagement Plan	Ongoing				AS/AA
Service Champion Workshop	From 10-1-2018				TO/SW
Delegation of Powers and Functions					
Confirmation and approval at PR&G Committee	Post 29-03-2018				MB
Recruitment					
Job Evalauation panel	01-02-2018				CT/AS
Advertising of posts, Recruitment and Selection	tbc				JC/AS
Field Officer in Post		Jun 2018			JC/AS
Training of Field Officers					
Training Plan to be informed by Service Champion workshops	tbc				AS/SW
Shadowing with specialist teams	tbc				AS/SW
ICT &DF delivery					
See ICT & DF Project Plan	Ongoing				SW/AH/VK/RZ
Review dates					
3 month review		Sep 2018			AS/SW
6 month review			Dec 2018		AS/SW
12 month review				Apr 2019	AS/SW

Key

	Planned work
	Complete
	Overdue
	Deadline approaching

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Summary of Enforcement & Inspection Field Officer Role Communications & Engagement Plan – Appendix 4

Audience	What do we need to tell them?	How?	How often?
All Members	Communities and Neighbourhoods Portfolio proposed Field Officer role – Progress and Plans.	NICE committee reports updating on the wider Communities and neighbourhoods portfolio including progress reports on the individual portfolio programmes. Member briefings as necessary.	In accordance with the timetable for reports to Committee. July 2017 NICE committee report. Business case – CMDB Sept. 2017. Leadership Board. Nov. 2017 NICE committee report.
Council Services, Staff and Unions	Communities and Neighbourhoods Portfolio proposed Field Officer role – Progress and Plans. Work with services to develop this role and co-design to meet service and community needs. Also to improve customer service, explore new ways of working and service delivery including digitalisation. Heads of Service - how it will impact on service delivery including team resources and how to manage this; identify clear escalation procedures and how to mitigate and manage risks.	Staff briefings by directors across all services. 5 staff workshops and 4 drop in sessions to co-design and develop the role. 4-6 weekly Union briefings. Weekly attendance at EEC and NCH DMT's to brief service heads. Further staff briefings to inform on the details of the business case, workshops and identify Service Champions to move forward into the implementation stage. This includes a written staff briefing. Weekly progress meetings with ICT, Digital First, HR and Finance including routine updates with Legal. Proposed further staff	As necessary and reviewed at weekly programme meetings.

		workshops and introduction of a FO newsletter.	
External partners	Communities and Neighbourhoods Portfolio proposed Field Officer role – Progress and Plans.	Utilise existing meetings to provide updates. Also briefing to: • City Management Board • Communities Initiative Partnership • Members of the proposed Prevention Policing Team • To Heads of Service for Fire and Police • Updates to the Neighbourhoods & Communities Coordination Board.	Regular throughout the programme development. Quarterly updates.
Communities and Voluntary Sector	Communities and Neighbourhoods Portfolio proposed Field Officer role – Progress and Plans. Developing community collaboration.	Attendance and updates at Communities & Neighbourhoods Portfolio workshops with communities including East Brighton, Hangleton & Knoll, Moulsecoomb & Bevendean and Elm Grove & Hanover. Engage with community leads when delivering committee reports. Further engagement with residents and community groups during the proposed implementation programme should the proposed role get committee approval.	As necessary to inform on key development phases of the programme.

Date of Summary: Updated 06/11/201

ADDENDUM

Documents embedded within the original Business case (Appendix 1)

Table of Contents

Rota examples, covering the city 7 days a week

Based on feedback from staff and managers, the most effective rota would be 12 midday to 8pm. This is consistent with other Out of Hours services, and avoids unsocial hours working (from 8pm onwards).

The recommended rota below is designed to provide four staff on duty at any one time, 365 days a year. To enable this level of cover, the service will need to employ seven full time staff. This includes sufficient resource to provide for annual leave, sickness and training (14% on top of the basic shift pattern).The shift pattern gives all staff two consecutive days off per week.

The option of relying on casual or agency staff would not provide the degree of knowledge or reliability that comes with trained additional Field officer staff. Nor would voluntary overtime. Nor would it be reasonable to expect cover to be provided by the (already stretched) services which the FO role supports.

Recommended rota: Four members of staff, 12 midday to 8pm.

35 hour week.

Apple	12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm		
Plum		12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm	
Cherry			12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm
Almond	12:00pm-8:00pm			12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm
Walnut	12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm			12:00pm-8:00pm
Cobb	12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm			12:00pm-8:00pm	12:00pm-8:00pm

Cover for leave, training and other absence requires **one additional staff member. Note:** In addition to the cover resource, this rota also provides two additional (spare) shifts per week, so for two days per week there are five members of staff available. Or, these 'spare' shifts mean the service could theoretically be provided with e.g. five full timers and two part-time staff.

Alternative (minimum) service: Three members on duty, 12 midday to 8pm.

NB These staff work a **35 hour week.**

Apple	12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm		
Plum		12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm	
Cherry	12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm			12:00pm-8:00pm	12:00pm-8:00pm
Almond	12:00pm-8:00pm			12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm	12:00pm-8:00pm

Cover would require **one additional part time post** providing three sessions a week, (21 hours pw).

Alternative higher capacity service: Three staff on duty, working 12 hour shifts.

33 hour week.

Apple	8:00am-8:00pm	8:00am-8:00pm	8:00am-8:00pm				
Cherry		8:00am-8:00pm	8:00am-8:00pm	8:00am-8:00pm			
Plum			8:00am-8:00pm	8:00am-8:00pm	8:00am-8:00pm		
Walnut				8:00am-8:00pm	8:00am-8:00pm	8:00am-8:00pm	
Almond					8:00am-8:00pm	8:00am-8:00pm	8:00am-8:00pm
Cobb	8:00am-8:00pm	8:00am-8:00pm					8:00am-8:00pm
Raspberry	8:00am-8:00pm					8:00am-8:00pm	8:00am-8:00pm

Cover would require **one additional post.**

Alternative higher capacity service: Four staff on duty, working 12 hour shifts.

 33 hour week.

Apple	8:00am-8:00pm	8:00am-8:00pm	8:00am-8:00pm				
Cherry		8:00am-8:00pm	8:00am-8:00pm	8:00am-8:00pm			
Plum			8:00am-8:00pm	8:00am-8:00pm	8:00am-8:00pm		
Walnut				8:00am-8:00pm	8:00am-8:00pm	8:00am-8:00pm	
Almond					8:00am-8:00pm	8:00am-8:00pm	8:00am-8:00pm
Cobb	8:00am-8:00pm	8:00am-8:00pm					8:00am-8:00pm
Raspberry	8:00am-8:00pm					8:00am-8:00pm	8:00am-8:00pm
Currant	8:00am-8:00pm	8:00am-8:00pm	8:00am-8:00pm				
Peach				8:00am-8:00pm	8:00am-8:00pm	8:00am-8:00pm	

Based on an additional 14%, cover would require typically 4 additional shifts. This could be **two part-timers at 22 hours each**.

Noise Patrol

This section of the business case is to present the current service delivery model and resourcing of the out of hours Noise Patrol service being provided by the Council. It also demonstrate how this service needs to be modernisation and how the resource could be integrated into the proposed Field Officer role and provide a service to our residents that is better value for money.

Option 1- Do nothing. Keep the existing operating model for the Noise Patrol service. i.e. Non- contracted overtime paid at M11. We are observing a steady decline in the number of complaints received, 35% of these are one offs complaints and the average cost per complaint is £176. The lack of digital technology results in an inconsistent service to customers and poor value for money. In its current form the service is not resilient because of non-contracted overtime arrangements, and on occasions the service has been cancelled as no staff available.

Option 2 Preferred option – Move the £42k resource to the proposed new Field Officer role to operate 12 midday to 20.00. Although a service would not be provided beyond 20.00 hours it would enable the resource to be targeted at current ongoing cases, and new cases 7 days a week 12 midday to 20.00 hours according to a prioritised programme, focussed on need, and would remove a service currently delivering to 35% one off complaints and often large celebration parties. This would provide a consistent resilient service delivery model. Also addressing new challenges faced by staff in relation to health and safety and risk.

Option 3 – Use £21k to retain a noise patrol service operating Friday and Saturday 22.00- 03.00 between only May to October. Move £21k of the resource to deliver the new Field Officer Service. By only running the service for part of the year we are operating two service delivery models and this can result in confusion and inconsistencies. We may also see a decline in demand for the service as customers shift to alternative options. We're also operating a service based on non-contracted overtime arrangements and again this is not resilient. This option still presents risk to staff operating late at night

Background

Under the provisions of the Environmental Protection Act 1990 a local authority has a statutory duty to investigate noise complaints, and where a statutory nuisance is identified there is a further duty to serve a noise abatement notice. Noise nuisance is not a defined decibel level but is assessed on the character, duration and frequency of the noise and also how it affects a person in their home. Non compliance with a noise abatement notice is a criminal offence and can result in a person getting a criminal record.

The Council's out of hours Noise Patrol Service assesses reported noise nuisance. To assess statutory nuisance and take effective enforcement action officers will need to visit the resident's home. The service will respond to all commercial and domestic noise complaints on a prioritised basis. This includes:

- response to new one off cases
- existing cases where evidence is needed to serve a noise abatement notice
- existing cases to gather evidence for breach of a notice
- response to noise from events and raves.

Modernisation

The service has been operating for over 20 years and over that time the service delivery model and the hours and days of operation have changed very little. This is an opportunity to modernise the service and review how this resource could better serve our communities and

be better value for money. Lack of a mobile device in the field requires officers to routinely return to the office to check databases and property history, to print enforcement notices, and retrieve customer calls from the answer machine.

The Noise patrol service has the opportunity to modernise by using the Field Officer post to encompass some or all tasks from the Noise Patrol Service including digitalising. This would:

- increase response times
- provide better interaction with our customers
- target current ongoing cases rather than responding to 'one off' parties/complaints.

Over the years, service reviews have been undertaken to explore delivering the service on alternative days and times, and adopting different operating times at varying times of the year. With no additional resource and using information from the customer surveys service delivery has remained focused at the weekend.

Operational hours

The service is based at the Carelink Offices in Patching Lodge, Edward Street and operates Friday and Saturday 22.00 hours – 03.00 hours (excluding Christmas and New Year weekends). Two officers work together and deliver the service Citywide, which depending on the call pattern can result in significant travelling times and delayed response times for our customers.

Officers from Regulatory Services deliver the service. This is non contracted overtime but delivered via a casual contract in addition to their substantive contract, and paid at M11. Being non contracted overtime makes the service vulnerable and on occasions the service has been cancelled as no officers have been available to work. Operating under this model currently costs £42k per annum.

2016/17 Cost of service £42K	420 complaints	239 visits	£176 per visit

Evidence

The graphs below show the number of complaints received by the service. Not all complaints result in a visit from the service. This may be because the customer calls back to explain that the noise has stopped, prior to a visit being made. The data shows that since 2011 the total number of complaints each year has declined, and has plateaued at much lower levels over the last three years.

Noise complaints show a seasonal trend, with the majority of complaints received between May and September (which includes 3 bank holidays, school summer holidays and the universities fresher's week). Activity on Fridays and Saturdays continues to vary and there is no pattern to say that one day is busier than the other.

Prosecutions Three noise abatement notices were breached in the period specified and the fines were as follows;
Date of proceedings
2/1/15   conditional discharge (no fine), £200 costs, £15victim surcharge
15/8/15   forfeiture order (no fine), £350 costs
28/3/17   2yr conditional discharge (no fine), £1,754-50 costs, £20 victim surcharge

Total noise complaints
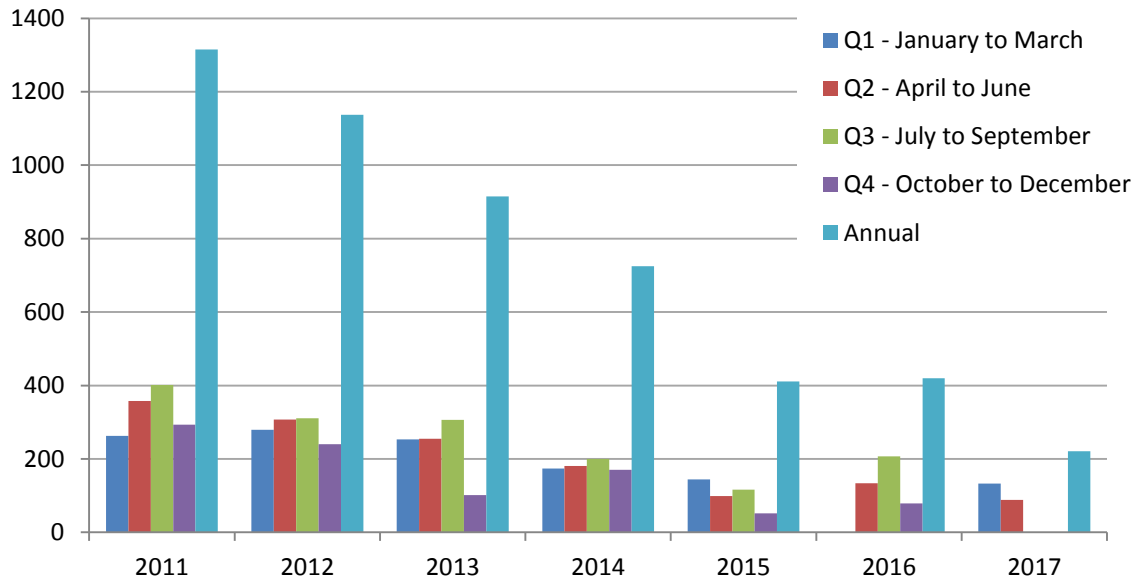
Please note the service was either part running or not running at all during Q4 2015 and Q1 2016.

Total noise complaints - quarterly trend
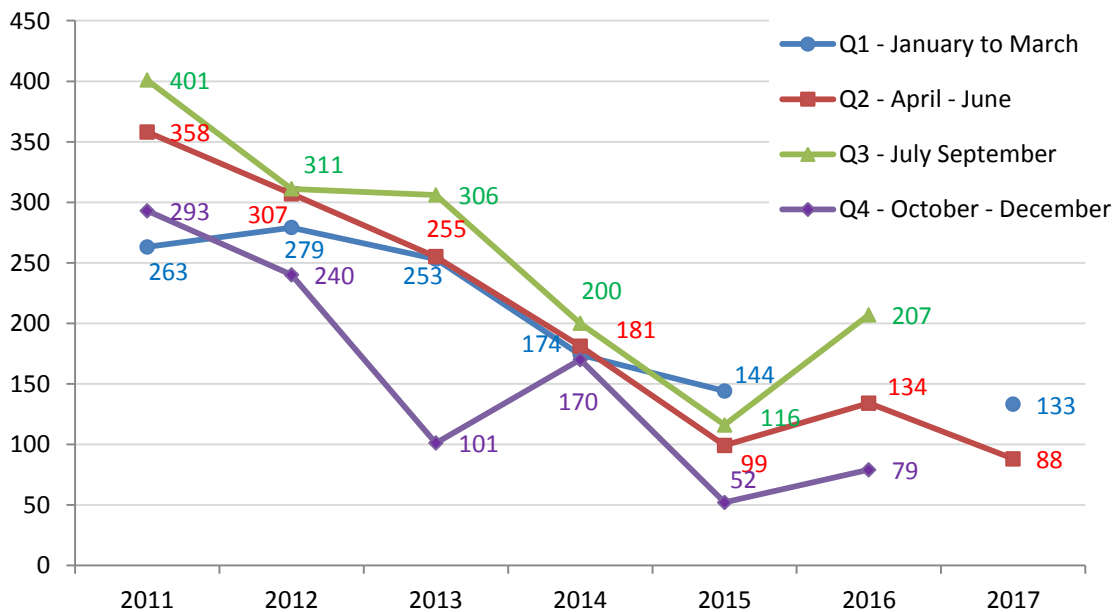
Please note the service was either part running or not running at all during Q4 2015 and Q1 2016.

In Q1 January to March 2017 a total of 133 noise complaints were received. This ranges from 5 to 17 complaints over a weekend.

The service responds to all noise complaints on a prioritised basis and the graph below shows the number of one off complaints where no further involvement is needed. On average 35% of complaints are one offs and require no follow ups.

Total noise patrol complaints and one off complaints 2016-2017
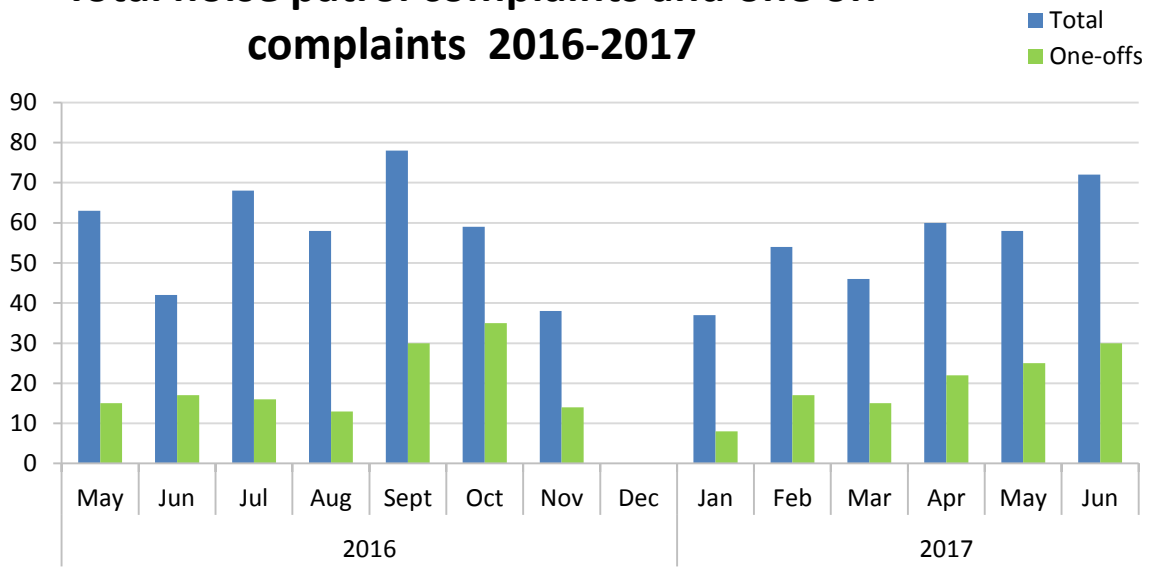
Please note the service was either part running or not running at all during December 2016

BRIGHTON & HOVE CITY COUNCIL

Job Title:	Field Officer – Enforcement and Inspection
Reports to:	**Indicative grade SO1/2 on the proviso that it is managed by nothing lower than an M10 role**
Department:	?
Section:	?

Purpose of the Job

Undertake enforcement and inspection activities across the City working with a range of existing services, members, and key external partners including the police and communities.

Focusing on environmental improvement and improving quality of life, protecting public health and wellbeing and community safety, the role will include delivering fast effective enforcement action, gathering evidence and intelligence for existing specialist services and working proactively promoting behaviour change and community collaboration.

Principal Accountabilities

1. Deliver a broad and diverse range of enforcement and inspection activities across the City by service and enforcement of statutory of notices relating to issues that could include; anti social behaviour, statutory nuisance, housing and planning enforcement.

2. Initiate effective and efficient action where necessary using the appropriate legislation to independently solve problems and deliver fast solutions.

3. Identify and deliver effective referrals to council services, partner agencies and third sector organisations.

4. Accurately gather a comprehensive range of information and intelligence for colleagues working in existing specialist services enabling these services to deliver their casework more effectively and efficiently

5. Prepare, draft and service of statutory notices covering a broad and diverse range of legislation and council services.

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6. Prepare and take statements, prepare and execute warrants in relation to both domestic and commercial premises, prepare cases for prosecution and act as an expert witness in Court.

7. Work with colleagues, members, partner agencies, third sector organisations and communities to deliver enforcement and inspection programmes that are not only statutory but also meet community needs and priorities and solve problems quickly.

8. Represent the City Council at all levels including officers, members, community groups and partners agencies.

9. Ensure that customers, colleagues, members and communities are kept informed of actions and progress in respect of casework and referrals.

10. Keep accurate written and computer records and operate all administrative practices and procedures in accordance with the Policy and Criminal Evidence Act (PACE).

General Accountabilities

To be prepared to implement the Council's Equalities Policy at all levels appropriate to the job and carry out his/her duties with due regard to the Counci's Equalities Policy at all times.

Ensure that all operations are conducted in accordance with the Council's Health and Safety policy and all relevant legislation

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

11. The list of duties in the job description should not be regarded as exclusive or exhaustive.

12. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

PERSON SPECIFICATION

Job Title: Field Officer Enforcement and Inspection

Reports to: Indicative grade SO1/2 on the proviso that it is managed by nothing lower than an M10 role

Job Related Education, Qualifications and Knowledge	• Educated to NQF level 3 or equivalent experience • Broad knowledge of legislation relating to enforcement work across a range of services • Broad understanding of the roles and responsibilities of other enforcement agencies and services such as the Police, Fire Authority and Social Services • Broad understanding of third sector organisations • Good understanding of multi-disciplinary partnership work with local public sector, voluntary sector, private sector and community members • Good knowledge of local structures and processes in relation to neighbourhoods and partnership working
Experience	• Experience in an enforcement environment • Experience of managing challenging and demanding situations • Experience of risk analysis and making independent high level decisions • Experience of working with people from a range of communities of interest and developing appropriate community engagement processes
Skills and Abilities	• Highly developed communications skills and able to ensure the message is understood and the point made quickly and effectively • Good interpersonal skills, including the ability to deal with a variety of agencies and the general

	public
	• Well developed negotiation and mediation skills
	• Ability to work with confidential information and liaise sensitively with individuals and organisations
	• Ability work effectively under pressure particularly when a situation could be continuously changing
	• Proven problem solving skills
	• Ability work independently to use initiative and judgement when responding to and resolving issues
	• Ability to mange workloads effectively and efficiently and to consistently achieve targets and deadlines
	• Well developed written skills particularly for writing reports, court papers, witness statements, etc.
	• Computer literacy including proficiency in the use of Microsoft Office software, particularly Word, email and the internet. Ability to adapt to and use new technology
Other Requirements	• Ability to work alone and make independent decisions

Organisational Chart

UNKNOWN AT THIS STAGE

Hardest Part of the Job

The role holders will be expected to:

Work across a broad and diverse range of service areas and have expert knowledge and understanding of a broad range of legislation and enforcement activities.

Be able to manage, prioritise and risk assess a broad and diverse portfolio of cases, and at times having to make high level independent decisions out of normal hours service.

Work with a range of council services, members, and a broad range of external partners to resolve problems fast and effectively, manage expectation and ensure that referrals are fast and effective. This could include referrals relating to intelligence and information concerning criminal activities and safeguarding issues.

Attempt to bring about behaviour change and, as a result of this, on occasions experience some hostility and challenge from customers. Work with communities to bring about behaviour change and prevent the need for enforcement and inspection activities.

Deliver discrete enforcement and inspection activities that are statutory and require a fast, proportionate response. At times this will involve preparing prosecution cases for Court, delivering evidence in Court and responding to cross examination.

Gather a broad range of intelligence and evidence that can be fed back to the individual service areas and assist them with delivering their individual inspection and enforcement programmes more efficiently and effectively.

Deliver the role citywide.

Dimensions

This job has no budget or line management responsibility

Scope for Impact

Objectives:

- Improve customer satisfaction with services through citizen engagement.

- Be better connected, sharing information and expertise with our key partners to avoid duplication, move away form silo working and reduce the number of interactions customers have with different services

- Work with communities to build resilience, allowing residents to take greater control to make a difference in their neighbourhood/s.

- Be smarter with universal services, providing digital solutions for high level transactions, automating connections to back office services, reducing the need for officer intervention and promoting self-help

Job Context

The city council is at a pivotal point in the development of a 'collaborative communities' agenda that addresses inequalities and the strengthening of community engagement at citywide and neighbourhood level.

The majority of time the role holders will work remotely in the community with communities across a range of council accommodation and in some cases co-location accommodation

The role will be delivering services seven days a week including evenings.

The following are a list of the skills and training repeatedly identified.

Skills

- Attention to detail
- Good communication / interpersonal skills
- IT literacy
- Record keeping
- Problem solving
- Assertiveness
- Empathy
- Resilience
- Relationship building
- Observant
- Knowledge and understanding of legislation
- Conflict management /managing expectations
- Assertive
- Area/geographical knowledge
- Listening
- Ability to lone work
- Basic knowledge of safeguarding

Training

- Conflict management
- Legislation (various)
- Witness statements
- Prosecution process

- IT
- Equality and Diversity
- Safeguarding
- Restorative Approaches (to help people/communities to solve their own problems)

Field Officer Role	How and what	Skills	Training	
			Current	**Other**
Responsive fast effective enforcement and inspection work	• Duty service • Phone • Email and mis-directed emails • On-line reports • Triage process • Information gathering • Enforcement of PSPOs (tents and encampments/street drinking/day issues) • Dialogue with colleagues • Paperwork • Face-to-face • Website • App (to be developed) • Bikes/scooters • Response timeframe within an hour or quicker • Instant backup support with specialist team • Officer seeing an issue on the street • Call centre	• Ability to prioritise • Attention to detail • Assertiveness • Empathy • Good communication skills • Record keeping • Excellent IT skills/computer literacy (word, excel, email, powerpoint) • ResilieNICE • Able to use safety systems (radio etc.) • Problem solving • Knowledge and understanding of legislation: Housing Act; EPA; Highways Act; ASBCPA 2014; DPA; • Knowledge of scaffolding erection • Relationship building • Good telephone manner (listening skills; clear on process; empathetic; informative; calm) • ConfideNICE in public speaking • Good report writing (clear and concise) • Interpersonal skills • CBT liceNICE/driving liceNICE • Simplify legislation into everyday language • Observant • Conflict management • Authoritative • Reasonable level of fitness (physical and mental) • Research and analysis • Keeping calm • How to deal with aggressive people • Body language • Common sense • Using your own judgement • Able to lone work	• Lone working • Safeguarding • Legislation (service specific) e.g. NRSWA/LANTRA (Highways); ACC offenses • Dealing with difficult situations and challenging behaviour • Assertiveness Training • Service specific • Negotiation Training • PACE Book Training • Witness statement Completion • Fixed Penalty Notice (FPN) issuing through App (INKARA) • Technical knowledge e.g. By-law • Access the Planning portal • Assess possible imminent danger • Prosecution process • Role of Councillors; Officers and 3rd Sector • Mediation Training	

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		• Persuasive language • Good level of education • Knowledge of other agencies i.e. Police; Fire; Social Services etc. • Mediation skills • Ability to prioritise work		
Intelligence gathering and fast effective referrals	• ECINS • Clients of CoNICErn Register • Police Risk information • Coordinated information system - sharing with different levels of access/security for different types of information and service areas • App for key detail • Photos • Record keeping • Measurement gathering • Tablet – instant record of events • Email alerts to key teams • Radio • Symology system • Live recording for safety/prosecution purposes • Accuracy of reporting an issue • Having an officer able to attend • 2 way radio's • Report by the public • Record information onto the correct database and put it into the right officers in-tray • Leave written notes in a colleagues in-tray • Shared drive • Area knowledge • Operation 'Crackdown' • Contractor system that can request and pay for a skip or scaffolding on-line • Arbo-trac	• Attention to detail • Independent working • IT • Good communication skills • Record keeping • Problem solving • Ability to work with smart phones • Observant • Ability to take good photos as a record of the situation/context • Good eye sight • Map reading • Maths skills • Geographical/area knowledge • Literate • Attention to detail • Signposting – knowledge of other service(s) that can assist • Safeguarding awareness	• ICT training specific to the role • Information GovernaNICE • Procedures • Legislation • SIA – security industry accreditation training • NRSWA accreditation • System training: Uniform; INKARA; Symology; OHMS; ECINS • Prosecution process • Witness statements • Land ownership • Measuring alterations to building/adverts • Customer service training • Safeguarding	

	• Achieve			
Community collaboration and behaviour change	• TAs / LATs / RAs • Liaison meetings and events • Briefing schools and community centres • Newsletter informing role of Field Officer • Promoting Council services • Attend local community groups • Councillors • Site representatives who help with reporting issues • Volunteers • Increase the patrols • Educating the community when attending meetings	• Relationship building • Assertiveness • Approachable • Good listening skills • Diversity of language skills including BSL etc. • Empathy • Resilience • Presentation skills • Time management • Making sure the issue is given to the correct team in the first place • Having as much information as possible to end the issue • Restorative approaches	• Community engagement • Behaviour change • Equality and diversity • Training allotment site representatives on what they can and cannot do • Restorative approaches	• Informing the community of the by-laws and what we are legally able to do

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Out of 15 CIPFA Council's only 2 (Medway and Newcastle) had similar roles to the proposed Field Officer. (Other CIPFA Council's which didn't have similar roles are: Portsmouth, Bristol, Southampton, Bournemouth, Southend-on-Sea, Plymouth, York, North Tyneside, Sheffield, Coventry, Swindon, Reading, and Stockport). The remaining Councils in the table below are not part of CIPFA and do have similar roles to the Field Officer.

Council Name	Title of Role and Functions carried out	Patrol Times	Additional Notes
1.Medway Council	Community Wardens- • Report abandoned vehicles • Report or issue of fixed penalty notice Dog fouling • Graffiti • Skips - dangerous / illegal • Scaffolding - dangerous / illegal • Stray and dangerous dogs • Refuse out early • Carriageway / footway obstructions or structures • Street cleansing issues / inspections • Assisted collection referrals	9am till 5pm	
2.Newcastle City Council	Neighbourhood Wardens - • Cut crime - including burglaries, anti-social behaviour, criminal damage and hate crime • Reduce residents' fear of crime and increase their confidence in the ability of official agencies to help • Support victims of crime and vulnerable members of the community • Report all crime and disorder incidents and environmental problems • Improve the reporting of racially motivated crime and other hate crime • Be the 'eyes and ears' of the community through foot patrols in residential areas of Newcastle.	Unknown	Further research for patrol times

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3.Kent County Council	Community Wardens- • Tackling low-level crime and antisocial behaviour (such as graffiti, littering, fly tipping and vandalism) • Take names and addresses and control traffic • Reassuring uniformed presence • Trained to the Community Safety Accreditation Scheme before starting their work • Encouraging communities to work together and make things better for everyone • Working closely with Kent Police and other professional authorities • Talking with local people, offering information and advice • Taking part in local community activities.	7:30am till 10pm	
4.Crawley Borough Council	Community Wardens- • Issue fixed penalty notices for litter and dog fouling and investigate fly tipping. • Investigate the selling and repairing of cars on the streets illegally. • Pick up and re-home any stray dogs (this does not include the re-homing of any unwanted pet dogs). • Investigate all illegal encampments of travellers and people camping in tents • Require the name and address of a person whom an accredited person has reason to believe has committed a 'relevant offence' • Require the name and address of a person acting in an anti-social manner • Require persons drinking in a designated place to surrender alcohol and to dispose of any alcohol surrendered • Require persons aged under 18 to surrender alcohol and to dispose of any alcohol surrendered	8:00am till 9:30pm	
5.Chichester District Council	Community Wardens- • Community development and encouraging and increasing community involvement • Dealing with environmental issues (e.g. graffiti, litter, dumping, abandoned cars, dog fouling etc.) within the area by working with appropriate agencies • Working with the police, police community support officers (PCSOs) and local communities to reduce crime, anti-social behaviour and fear of crime in the area including providing intelligence and evidence to the police and acting as a professional witnesses	9am till 10pm	

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| 6.Canterbury City Council | Community safety Unit- work in partnership with Kent Police and other partners
• Anti-Social Behaviour, as this can cause great harm in a community.
• Domestic Abuse, offering support and information for those experiencing or aware of domestic violence
• Hate Crime, they are committed to tackling all forms of hate incidents in the Canterbury District.
• Unauthorised Encampments, removing all encampments that are unauthorised.
• Students in the community, giving advice and information to students.
• Alcohol Control, a police officer can remove alcohol if they believe that drinking in a public place will lead to people acting anti-socially. | Unknown | Further research needed for patrol times |

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Portfolio benefits

The following chart is from the C&N Committee papers/Business case. It may pre-date the inclusion of the Field Officer role in that programme, but it is included to show the benefits of the wider portfolio including Hubs, governance and volunteering.

OUTCOMES	BENEFITS					
	Improved customer satisfaction	More resilient communities	Greater democratic participation	More effective use of resources	Improved job satisfaction	Improved resident health and well-being
Services easier to access	√			√		
Communities more aware and able to access services and support	√	√				
Integrated services designed around customer segments	√			√		
Complaints better handled	√			√		
Reduce unnecessary visits or calls to council buildings	√			√		
Greater support for Members engaging with communities			√		√	
Communities able to influence decision-making in their area		√	√			
Problems solved as a result of community engagement	√	√	√			
Communities have greater access to information and expertise		√	√			√
Communities able to access relevant funding opportunities		√		√		
Communities empowered to co-design services	√	√		√		√
More effective use of community spaces incl. outdoors		√		√		√
Increase in social, cultural and sporting participation		√				√
More people volunteer		√				√
More services use volunteers		√		√		√
Improved employment opportunities		√				√
Website clearer and easier to navigate	√			√		
People better able to access digital services	√	√				
People more able to self-help	√	√		√		
Cost of transactions reduced				√		
Increase in number of self-assessments		√		√		√
Stronger relationship between public and third sectors		√			√	
Joined up approach to service delivery and collaboration	√	√		√	√	
Innovation is encouraged and rewarded					√	
Staff feel empowered					√	
Behaviour change in staff	√				√	
More flexible / generic roles				√	√	
Staff able to signpost to all relevant services	√			√	√	
Reduced duplication and multiple contacts	√			√		
Multi-disciplinary approach to supporting individuals	√				√	√
Service plans based on evidence of need	√					√
Increase in prevention activity		√		√		√
Fewer referrals to specialist services				√		√
Specialists have more choice in 'step-down' services		√		√		
Specialist focus on more complex tasks				√		√

Communities and Neighbourhoods Portfolio

Enforcement & Inspection	Community Collaboration	Community Hubs

Field Officer	Portfolio Benefits					
Outcomes	Improved customer satisfaction	More resilient communities	Greater democratic participation	More effective use of resources	Improved job satisfaction	Improved resident health and well-being
Responsive fast effective enforcement and inspection work						
Services easier to access	√			√		
Integrated services designed around customer	√			√	√	
Complaints better handled	√			√		
Communities more aware and able to access services and support	√	√		√	√	
Joined up approach to service delivery and collaboration	√			√	√	
Reduced duplication and multiple contacts	√			√	√	
Multi-disciplinary approach to supporting individuals	√			√		√
Increase in prevention	√			√	√	√

activity and staff feeling empowered						
Fewer referrals to specialist services	√			√	√	
Intelligence gathering and fast effective referrals						
People better able to access digital services	√	√		√		
Staff able to signpost to all relevant services	√			√	√	
More flexible / generic roles				√	√	
Service plans based on evidence of need	√	√		√		√
Behaviour change in staff with specialist focus on more complex tasks	√			√	√	
Community collaboration and behaviour change						
Communities more aware and able to access services and support	√	√				
Greater support for Members engaging with communities	√		√	√		
Communities able to influence decision-making in their area	√	√		√		√
Problems solved as a result of community engagement	√	√	√			
Communities have	√	√	√			

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greater access to information and expertise						
Improved employment opportunities					√	
People more able to self-help	√	√		√		
Stronger relationship between public and third sectors	√	√	√	√		√

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Mobile App Functions Table, showing impact of DF service by service:

KEY:	Pest Control pilot has already provided new online functionality that could be rolled out to other services
	Currently being built or next in the pipeline
	More discovery work being completed

✓	New functionality already live
✓	New functionality to be rolled out

	Take online payment[1]	View clients of concern	View info on Uniform	View other background info and databases	Complete inspection form on site	Collect evidence – take photo	Write in a new digital PACE notebook	Generate job sheet	Send letter /provide info (email)	Serve notices, give customer copy	Save emails and photos	Scan carbon copies
Pest Control	✓	✓	✓	✓	✓	✓	N/A	✓	✓	✓	✓	✓
Licensing (all services)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Environmental Protection	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Highways	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Private Sector Housing	✗	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓
Community safety	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Planning Enforcement	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

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Housing (HRA)	✗	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓
Travellers Team	✗	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓
Seafront Office	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cityparks	✗	✓	✗	✓	✓	✓	✗	✗	✓	✓	✓	✗

NEIGHBOURHOODS, INCLUSION, COMMUNITIES AND EQUALITIES COMMITTEE	Agenda Item 57
	Brighton & Hove City Council

Subject:	**Equality & Inclusion Strategy Progress Update**
Date of Meeting:	**9th January 2018 and 22nd January 2018**
Report of:	**Executuive Director for Neighbourhoods, Communities and Housing**
Contact Officer: Name:	**Sarah Tighe-Ford Tel: 01273 29 2301**
Email:	**sarah.tighe-ford@brighton-hove.gov.uk**
Ward(s) affected:	**All**

FOR GENERAL RELEASE

1.   PURPOSE OF REPORT AND POLICY CONTEXT

1.1   The council's Equality & Inclusion Strategy was adopted by council in January 2017. The strategy addresses key priorities and city issues from the Corporate Plan 2015-19, and draws on the recommendations of the 2016 Fairness Commission and Equality Framework for Local Government (EFLG) peer assessment of the council in September 2016.

1.2   The strategy describes the council's equality and inclusion vision our corporate objective to promote, facilitate and deliver equality within the council and in the city. This ensures that the council meets its legal obligation under the Equality Act 2010: for the local authority to set a minimum of one measurable equality objective. .

1.3   Five areas of focus have been defined within the strategy to help the council's meet its objective. Under each area of focus the improvements we are seeking are described along with the actions we will take to achieve the improvements. Our objective is: To achieve excellence in our equality practice, as measured by the Equality Framework for Local Government, by 2020. Our areas of focus are:

1. Open and equitable services
2. Inclusive employer
3. Services that understand our diverse population
4. Strong and fair leadership
5. Effective partnership working to reduce inequality

Appendix A provides a very high level summary of the action we have and will be taking between 2017- 2020 to deliver the strategy and take the council from its 2016 EFLG assessment of 'achieving' to 'excellent' in its re-assessment in 2020. Not all actions could be progressed simultaneously and therefore they were prioritised across the time period.

1.4   When NICE Committee members agreed the strategy and recommended it to full council, they also instructed officers to provide an annual update to this

committee on progress on the actions identified within the strategy to achieve 'excellent'. This report is the first annual update on the first year priorities.

2.   RECOMMENDATIONS:

2.1   That committee members note the contents of this report and the updates against the Equality & Inclusion Strategy objective and commitments.

3.   CONTEXT/ BACKGROUND INFORMATION

3.1   The Strategy is a three year plan to enable the council to attain 'excellent' in the Equality Framework for Local Government in 2020. Actions have been identified and prioritised for 2017 and 2018 that will help us move to excellent (see Appendix A for summary). This report updates on progress of the actions prioritised for 2017. Appendix B provides full details of all the actions undertaken in 2017 and provided below is one example from each of the five areas of focus.

3.1.1 **Inclusive Employer 1. We will continue to implement the Workforce Equality Action Plan (WEAP), monitor and report progress against its aims to the workforce and wider community and respond to where we are not achieving:** There has been a focus on using recruitment and selection data to identify where barriers may exist in the council's processes and acting to remove or reduce these. Actions include development and use of positive action statements and providing guidance on how to apply and examples of strong applications. Appendix D is a chart showing progress against workforce diversity targets between 2013 and 2017.

3.1.1.1 **Case Study on the use of positive action in the recruitment of Children's Social Workers:** The positive action initiatives employed as part of the advertising campaign for these jobs resulted in a significant increase in the proportion of BME applicants (26.6%) compared with previous recruitments where positive action had not been used (c. 12%) and in the number of BME new starters. BME applicants for these posts were also more successful in being shortlisted for interview (33.85%) and fared slightly better in securing job offers (7.7%) when compared with this group's success rate when applying for permanent council vacancies across the whole council (21.5% and 7.1% respectively). Similarly positive results were observed in respect of disabled applicants. Not only did the positive action lead to a noticeable increase in the proportion of disabled applicants (7.4% compared with 4.6% for non-school council vacancies) but they fared as well as their non-disabled counterparts in securing job offers (22.2% compared with 22.5% for non-disabled candidates). When looking at non-school vacancies as a whole, disabled applicants were less successful in converting interviews into job offers (12.8%) compared with their non-disabled counterparts (13.8%).

3.1.2 **Inclusive Employer 2. We will introduce our new behaviour framework, which will be supported by a range of tools and opportunities for discussion for staff and managers, including short courses, toolkits, guidance and e-learning**: In November 2017, for the first time, the performance of senior managers within the top 4 tiers of the organisation was rated and moderated, in line with the new Behaviour Framework. Performance was assessed against a range of corporate indices as well as key behaviours by using 360° appraisal feedback from colleagues. This methodology provides a

more effective and robust tool for identifying individuals' development needs than had been the case previously. The implementation was supported by a leadership development programme to ensure that senior managers were equipped to use the framework effectively when carrying out 1:1 meetings and PDP reviews with their staff. It is intended to roll out the Behaviour Framework to all remaining managers in 2018.

3.1.3 **Inclusive Employer 3. We will introduce new methods of assessing performance and improve rates of PDP completion and the standard of PDPs**: Senior manager performance will continue to be assessed using SMART objectives, a suite of corporate indices that includes the results of 1-2-1 and PDP completions and personal modelling of behaviours as measured by 360° feedback. In the spring of 2018, the behaviour framework will be rolled out to all staff and behaviours will form part of every member of staff's PDP.

3.1.4 **Inclusive Employer 4. We will increase awareness of policies and procedures, targeting interventions and support where data suggests policies are being applied inconsistently:** HR has recruited 10 employees as volunteer workplace mediators to provide additional capacity to help employees resolve conflict in working relationships informally without the need to resort to formal procedures. Training was provided by the B&H Independent Mediation Service. Initial results are encouraging: in the 4 cases so far where mediation has been used, all have been successfully resolved thereby obviating the need for the employee to raise a formal grievance.

3.1.5 **Open and equitable services 1. We will ensure that we better monitor outcomes and can demonstrate how our actions are leading to improvements:** There are 6 directorate plans with a total of 234 actions delivering 37 Directorate Objectives. This year it is mandatory for each Directorate Plan to include two equalities related actions, one focused on staff and one on service-users. These two actions are supported by specific activities across services. Progress against these actions are the only part of Directorate Plans that are reported publicly (annually) as part of our public sector equality duty (Equality Act 2010). ELT and DMTs also review these reports.

3.1.6 **Open and equitable services 2. We will move more customer contact from unstructured emails to an online form and embed gathering of equalities information:** There has been an increase from 15% of all complaints being submitted by web form (where people are given the opportunity to provide equalities monitoring info) in November 2016 to 30% in November 2017. In the coming year all webpages will be reviewed with the aim of further increasing that percentage of contact.

3.1.7 **Services that understand our diverse population 1. We will make more of the data we have. We will analyse it so it informs service planning and delivery; helps us identify who is and is not accessing our services; and to identify who could be getting more from them:** The Joint Strategic Needs Assessment now needs to meet short term challenges (such as informing the CCG's annual business cycle) as well as longer term challenges (such as supporting the vision for 2030). The review of the JSNA is to ensure that it supports local commissioners, strategists and policy makers in a timely and flexible manner. Priorities identified are: gaining increasing ownership and use of

the JSNA, reviewing the number and format of JSNA summaries, incorporating assets as well as needs, and improving promotion of the JSNA across the city. The 2-year JSNA programme will be signed off in March 2018.

3.1.8 **Services that understand our diverse population 2. We will work more closely with the faith sector to ensure we hear from people of all faiths and none:** Since July 2014, the council (via the Third Sector Commission and with the CCG) funded Community Works (CW) to build connections between faith organisations and the wider voluntary and community sector. CW set up a working group of 8-12 faith leaders drawn from the Christian, Jewish and Muslim faiths to advise and help to prioritise work in this area. The group meets regularly to oversee and develop an action plan for the work. A representative from the Communities, Equality & Third Sector team attends these meetings and a funding information session has been run by the team, specifically for faith groups.

3.1.9 **Services that understand our diverse population 3. We will continue to work with residents, partners and others to identify and complete needs assessments on different groups so that we keep an up-to-date picture of the city's populations:** The needs assessment (NA) programme being carried out in Brighton & Hove provides an evidence base for use by service providers and anyone else who is seeking to improve the lives of different communities who live here. All include equality data and engagement with relevant equality groups. Specific examples in 2017: International Migrant NA; Adult Advocacy NA; and Self-harm (Children and Young People) NA.

3.1.10 **Strong and fair leadership 1. We will continue the Budget EIA process so that all decisions about budget proposals are informed by due regard to their impacts:** As in previous years, Budget EIAs have been completed on all proposals that have a possible impact on service-users, considering what the effects may be on people in relation to their protected characteristics. The cumulative impact assessment has not yet been completed, but the vast majority of impacts identified for the 2018-19 proposals are rated at 3 or below (5 being the highest) and only one is rated higher, at 5. Mitigations for the effects are also identified, monitored and reported annually to NICE.

3.1.11 **Effective partnership working 1. We will continue to identify opportunities for working with partners across the city to share information, use all our skills most effectively and act on what local people from all the city's communities tell us:** The cross-sector, city-wide Equality & Inclusion Partnership (EquIP) takes the lead on equality topics, under Brighton & Hove Connected. There are currently two main sub-groups:
- **Trans sub-group**: The group oversees progress against the recommendations of the Trans Needs Assessment (TNA). Topics covered include: the accreditation scheme ('kitemark') for GP surgeries, chemists and possibly shops, leisure centres; monitoring gender identity to explore good practice and identify improvements; health provider updates on local and national provision for trans people.
- **City-wide activity to diversify the public sector's workforce profile**: A proposal is being developed for a city-wide post to lead, develop and co-ordinate activities and learning to increase diversity of staff across the

city's public sector, ensuring that staff throughout each organisation better reflect the city demographic profile.

3.1.12 **Other work, contributing to the achievement of the stated objectives:** ELT members have taken on roles to support each of the Workers' Fora, working with them on priorities and to increase staff awareness of these networks that provide support, share experiences and provide a perspective on the development of policies and processes. One outcome of work is that a new system has been established to review requests for reasonable adjustments made by disabled staff where these are complex or have taken time to resolve. Premises, Workstyles, HR and any other relevant team review these requests and speedily identify a resolution

3.2 Priorities for 2018 are outlined in Appendix C and cover all the remaining objectives and commitments not begun in 2017. All work is ongoing and will continue through to the planned Equality Framework for Local Government external peer assessment in 2020.

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

4.1 There are no alternatives: the council is required in law (the Equality Act 2010) to produce a minimum of one equality objective and to report on progress against it. The Equality & Inclusion Strategy defines and describes our objective and this report, along with the public reporting described above, fulfil our legal duties.

5. COMMUNITY ENGAGEMENT & CONSULTATION

5.1 There was a period of consultation to inform the Equality & Inclusion Strategy. Engagement will continue through the annual public update and also as appropriate to the delivery of the individual components of the strategy.

6. CONCLUSION

6.1 The Equality & Inclusion Strategy enables the council to articulate its equality goals and ambitions, meet its legal duties and address areas for development identified in the 2016 Equality Framework for Local Government external review, in preparation for re-assessment in 2020.

6.2 This report describes progress thus far and indicates that work is on track, with more specific projects and activities planned for 2018.

7. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

7.1 There are no direct financial implications arising from the recommendation made in this report.

Finance Officer Consulted: Michael Bentley   Date: 21/12/17

Legal Implications:

7.2   There are no legal implications arising from the recommendation to note in this report.

Lawyer Consulted: *Elizabeth Culbert*   *Date: 10/01/18*

Equalities Implications:

7.3   All equality implications are addressed within the body of this report.

Sustainability Implications:

7.4   None in this report.

Any Other Significant Implications:

7.5   None

SUPPORTING DOCUMENTATION

Appendices:
1.   Appendix A: Equality & Inclusion Strategy Actions 2017-2019

2.   Appendix B: Equality & Inclusion Strategy Actions 2017 – progress update

3.   Appendix C: Equality & Inclusion Strategy Actions 2018 - planned

4.   Appendix D: Progress against workforce targets 2013-17

Documents in Members' Rooms

1.   None

Background Documents

1.   Council's Equality & Inclusion Strategy

2.   Brighton & Hove City Council Equality Peer Challenge Re-accreditation of the Equality Framework for Local Government 28th – 29th September 2016

*Any of the implications listed below can be included in the body of the report under the heading **Any Other Significant Implications** and especially where they have a significance that should be drawn to Members' attention. Otherwise list them here in appendix 1 or state that there are '**None**' under the heading in the report and delete this appendix and upload any relevant appendices to the report.*

Crime & Disorder Implications:
[Consider the effect of the proposals on the council's duty to prevent crime and disorder].

1.1

Risk and Opportunity Management Implications:
[Set out how risks and opportunities have been assessed and details of any risk management actions planned]. Contact: jackie.algar@brighton-hove.gov.uk

1.2

Public Health Implications:
[This section should reflect the council's commitment to improve Public Health and Wellbeing and to Reduce Inequalities across the city - health, equalities & wellbeing tool kit is available to help report writers complete this section].

There are naturally some overlaps with the Equalities and Sustainability sections. Consider the effect of the proposals on the council's duty to promote the public health and wellbeing of people in its area.

1.3

Corporate / Citywide Implications:
[Set out how the proposals support the council's priorities and their effect on other services, other agencies and the city as a whole].

1.4

Equality & Inclusion Strategy Action 2017- 2019

2017	2018	2019
1. Open and equitable services		
Monitoring outcomes	→	→
Customer contact and equality data	→	→
	Sharing EIA findings	→
	Assessing cumulative impacts	→
	Using the Social Value Act	→
	Alternative communication routes	→
	Accessible digital and online options	→
2. Inclusive employer		
Continue to implement Workforce Equality Action Plan (WEAP)	→	→
Introduce new behaviour framework	→	→
Improve standard of PDPs and rates of completion	→	→
Increase awareness of policies and procedures	→	→
	Services contributing to WEAP	→
	Equality & Diversity learning and development	→
3. Services that understand our diverse population		
Use data more effectively	→	→
We will work more closely with the faith sector	→	→
Continue to identify and complete needs assessments	→	→
	Establish stronger links with BME groups	→
4. Strong and fair leadership		
Continue Budget EIA process	→	→
	Share impacts and analyses with other city partners	→
	Prioritise actions from strategies	→
5. Effective partnership working to reduce inequality		
Continue to work with all partners across the city	→	→

Equality & Inclusion Strategy 2017 Actions – Progress Update

2017 Action	Update
1. Inclusive employer	
1. We will continue to implement the Workforce Equality Action Plan (WEAP), monitor and report progress against its aims to the workforce and wider community and respond to where we are not achieving	The WEAP has four areas of focus. These are: • Workforce Data & Analysis; • Recruitment & Retention; • Workforce Development & Engagement; and • Policies. Reports highlighting progress made against the Action Plan are considered by PRG Committee annually. The progress report on Year 4 of the WEAP was considered by Committee in July 2017. **Key work, by area of focus, included:** **Workforce Data & Analysis** • Producing and publishing the third annual Workforce Equalities Report. This report sets out a comprehensive analysis of the council's workforce and recruitment data in 2016/17. It not only fulfils the council's Public Sector Equality Duty under equality legislation but also enables the council to understand the impact of its employment policies, procedures and practices on our staff. In particular, it enables us to identify any differences in outcomes for different staff groups. This insight is then used to inform work activity under the WEAP to address any adverse impacts identified. • Revising the council's workforce target for disabled staff from 7.5% to 8% in 2016/17 in response to the council achieving the original target during the preceding year. The Chart at Appendix D shows the progress the council has made towards achieving its workforce targets for protected groups since 2013. **Recruitment & Retention** • Improving the council's jobs site to make it easier for applicants to navigate and find important information on how to apply for jobs; • Strengthening the diversity messaging throughout the jobs site; • Streamlining our recruitment process to make it easier for applicants to apply for jobs; and • Using positive action as an integral part of specific recruitment campaigns to attract more applicants from groups under-represented in our workforce.

Workforce Development & Employee Engagement

- The primary focus has been on finalising the council's new Behaviour Framework. It has been designed to support culture change by ensuring that when assessing and managing staff performance, managers place as much emphasis on how their staff go about achieving their objectives as on what they actually achieve.

- Nearly 200 individuals including council staff, the Workers' Forums, representatives from the council's partner organisations and members of local community groups contributed to the development of the framework by providing over 2,400 desirable behaviour statements. These were then rationalised and refined to create the final framework which was launched, initially to the top four tiers of management, in March 2017.

See 'Inclusive Employer Objective 3' below for more detail on the behaviour framework.

Policies

- A number of new and revised HR policies have been implemented. See Inclusive Employer Objective 4 below for more detail.

- Co-creating a scheme with members of the Workforce Equality Group (WEG) to use employees as independent observers on a number of recruitment activities each year to improve practice.

- Recruiting and training a number of employees as volunteer workplace mediators to provide additional capacity to help employees resolve conflict in working relationships informally without the need to use formal procedures.

- Developing a recruitment toolkit for managers to improve practice, particularly in relation to using positive action and raising awareness of unconscious bias in decision-making

- Revising the council's recruitment and selection skills workshop training to ensure it is fit for purpose

Case Study on the use of positive action in the recruitment of Children's Social Workers

The positive action initiatives employed as part of the advertising campaign for these jobs resulted in a significant increase in the proportion of BME applicants (26.6%) compared with previous recruitments where positive action had not been used (c. 12%) and in the number of BME recruits.

BME applicants for these posts were also more successful in being shortlisted for interview (33.85%) and fared slightly better in securing job offers (7.7%) when compared with this group's success rate when applying for permanent council vacancies across the whole council (21.5% and 7.1% respectively).

	Similarly positive results were observed in respect of disabled applicants. Not only did the positive action lead to a noticeable increase in the proportion of disabled applicants but they fared as well as their non-disabled counterparts in securing job offers.

2. We will introduce our new behaviour framework, which will be supported by a range of tools and opportunities for discussion for staff and managers, including short courses, toolkits, guidance and e-learning	**Key work included:**
	
	• **360° appraisal**
	  o In November 2017, for the first time, the performance of senior managers within the top 4 tiers of the organisation was rated and moderated. Performance was assessed against a range of corporate indices as well as key behaviours by using 360° appraisal feedback from colleagues. This methodology provides a more effective and robust tool for identifying individuals' development needs than had been the case previously.
	
	  o The implementation was supported by a leadership development programme to ensure that senior managers were equipped to use the framework effectively when carrying out 1:1 meetings and PDP reviews with their staff.
	
	  o It is intended to roll out the framework to all remaining managers in 2018.
	
	• **Equality & Diversity learning and development:**
	  o Reviewed the council's corporate equality and diversity elearning module to ensure it is fit for purpose;
	
	  o Purchased a suite of videos to improve the impact of elearning, and also to support tailored training for staff. One of the modules purchased is aimed at staff and managers to raise awareness and understanding of unconscious bias in the workplace;
	
	  o A 'package' of equality & diversity e-learning, based on some of the videos, has just been released to all staff, for completion by the end of March 2018. Accompanied by a guide for facilitators, the e-learning focuses on the topic of 'unconscious bias' and encourages discussion of how this can impact on our decision-making, both in relation to staff (eg: recruitment and selection) and also in relation to service-users.
	
	  o The council's new learning management system (Learning Gateway) has improved the accessibility of elearning to all staff by making it available 24/7. It can be viewed on desktop computers, tablets/smartphones and laptops.

3. We will introduce new methods of assessing performance and improve rates of	**Key work included:** • The performance of managers within the top 4 tiers of the organisation is assessed against a range of corporate indices, one of which is the completion rate of monthly one-to-one meetings and bi-annual PDPs. Data is provided to managers on a quarterly basis

PDP completion and the standard of PDPs	- Senior manager performance will continue to be assessed using SMART objectives, a suite of corporate indices that includes the results of 1-2-1 and PDP completions and personal modelling of behaviours as measured by 360° feedback. - In the spring of 2018, the behaviour framework will be rolled out to all staff and behaviours will form part of every member of staff's PDP. - The roll out will be supported by elearning, managers' briefing packs and face-to-face training. Self-assessment tools will also be made available.
4. We will increase awareness of policies and procedures, targeting interventions and support where data suggests policies are being applied inconsistently	**Key work included:** - Finalising and launching a new policy to support trans employees in the workplace. - Finalising and launching a new policy to support employees who may be experiencing, or may have experienced in the past, domestic violence and abuse or sexual violence. - Developing, following a request from the Workforce Equality Group, a factsheet to raise managers' awareness and understanding of autistic spectrum conditions and to provide guidance on how best to support employees on the spectrum in the workplace. - Recruiting and training 10 employees as volunteer workplace mediators to provide additional capacity to help employees resolve conflict in working relationships informally without the need to resort to formal procedures. Initial results are encouraging: in the 4 cases where mediation has been used, all have been successfully resolved thereby obviating the need for the employee to raise a formal grievance. - Re-designing the layout of the HR site on the Wave to make it easier for staff and managers to navigate and access information. One of the improvements involved creating a specific page showing an A-Z of all HR policies and procedures. - Publicising all new and revised HR policies and procedures to staff via the Wave and through payslip messages.

2. Open and equitable services

1. We will ensure that we better monitor outcomes and can demonstrate how our actions are	**Key work included:** **Corporate equality monitoring through directorate plans:** There are 6 directorate plans with a total of 234 actions delivering 37 Directorate Objectives. This year it is mandatory for each Directorate Plan to include two equalities related actions. They are:

leading to improvements.	o Identify differences in access or outcomes for service-users relating to their legally protected characteristics and prioritise areas for action to remove or reduce inequalities in access or outcomes. o Service managers will actively support the corporate aim of diversifying the workforce, recruiting and retaining staff from all the city's communities. • These two Directorate Plan actions are supported by Service Plan actions that details specific activities across services. • Progress against these actions are the only part of Directorate Plans that are reported publicly (annually) as part of our public sector equality duty (Equality Act 2010). ELT and DMTs also review these reports. • Updates against these actions are developed quartlery by the Equalities Business Partners, working with services and the Directorate Equality Groups, so updates are tailored to each directorate. Human Resources provide the relevant workforce data.
2. We will move more customer contact from unstructured emails to an online form and embed gathering of equalities information	**Online data and equality analysis:** • The primary focus of this work is customer feedback (complaints and compliments) which is part of the wider programme of moving high volume / simple service transactions as well as universal services online. • The intention is to gradually change the systems so that it is possible to gather all data on these forms, while still allowing alternative methods of contact for people who cannot access services online. • There has been an increase from 15% of all complaints being submitted by web form (where people are given the opportunity to provide equalities monitoring info) in November 16 to 30% in November 17. • In the coming year all webpages will be reviewed with the aim of further increasing that percentage of contact. • Other planned steps include reviewing the wording of the introduction to the equality monitoring forms to increase consistency and completion of the forms, so more valuable data can be gathered and analysed. • Customer Feedback Team: the team has recently completed an equality session, covering legal duties in the context of feedback; and has completed its EIA. Wherever there are equality aspects of a complaint the team liaises with the Communities, Equality & Third Sector Team. • Next steps: all complaints with any link to a legally protected characteristic will be reviewed (anonymously) at the end of the financial year, to identify learning and trends.

	3. Services that understand our diverse population

1. We will make more of the data we have. We will analyse it so it informs service planning and delivery; helps us identify who is and is not accessing our services; and to identify who could be getting more from them	**Joint Strategic Needs Assessment review**
	• Although there is a statutory requirement for local authorities and clinical commissioning groups to produce a Joint Strategic Needs Assessment (JSNA), its format and content are decided locally. The current format of the Brighton and Hove JSNA has remained largely unchanged since 2012. However, much has changed since then, both financially as well as organisationally, not least with the advent of Sustainable Transformation Partnerships and the need for greater integration of health and social care.
	
	• Brighton & Hove is entering a new era. The products associated with the JSNA need to able to meet short term challenges (such as the need to inform the CCG's annual business cycle) as well as longer term challenges, as the city begins to build its new corporate strategy and vision for 2030. The time is right to take a fresh look at the JSNA to ensure that it supports local commissioners, strategists and policy makers in a timely and yet flexible manner.
	
	• Priorities identified are:
	  o ensuring the JSNA has closer links to decision makers to inform commissioning and prioritisation and gaining increasing ownership of the JSNA, with more partners contributing to and championing the JSNA.
	  o reviewing the number and format of JSNA summaries, publishing ongoing rather than annual updates and strengthening the focus on place and neighbourhoods.
	  o incorporating assets as well as needs, including the voice of local people, improving modelling of future need, and exploring interactive links
	  o improving promotion of the JSNA across the city.
	
	• Next steps: January 2018: JSNA prioritisation event – establish two year programme of in-depth needs assessments and topic summaries; March 2018; two year programme signed off.
	
	BHCC HR Advisory Services (HRAS)
	• HRAS has developed a new database to more effectively collect data on cases they work with, including whether a formal process is linked to an allegation relating to an individual's legally protected characteristic.
	
	• Using this data it is now possible to anonymously review a range of cases to identify trends or patterns in incidence and/or outcome, enabling staff to more effectively target support and interventions.
	
	• Next steps: at year end a review will be completed of all cases with an equality aspect and the findings will be used by the team to identify learning and trends. Team members will share and develop best practice.

	Data Insight
	• Exploring and developing Data Insight to under-pin and target interventions with teams where specific issues have been identified. Equality and diversity approaches will be one option in a range of interventions where staff survey indicators or patterns of complaints suggest there might be a concern and need further exploration.
2. We will work more closely with the faith sector to ensure we hear from people of all faiths and none	• Since July 2014, the council (via the Third Sector Commission and with the CCG) funded Community Works (CW) to build connections between faith organisations and the wider voluntary and community sector. CW set up a working group of 8-12 faith leaders drawn from the Christian, Jewish and Muslim faiths to advise and help us to prioritise work in this area. The group meets regularly to oversee and develop an action plan for the work. A representative from the Communities, Equality & Third Sector team attends these meetings. • The focus of the work is on raising awareness of faith and faith-based issues, and undertaking activities to both celebrate and connect faith organisations with the wider voluntary and community sector. • In addition a session was held for faith groups explaining the council's funding schemes and further establishing links. The workshop covered: o Understanding the application process for BHCC Community Fund; o What activity can be funded and what is outside the scope; o Case studies of faith-related projects; o After funding: what you will need to monitor. • Feedback from the session was very positive.
3. We will continue to work with residents, partners and others to identify and complete needs assessments on different groups so that we keep an up-to-date picture of the city's populations	**Relevant Needs Assessments:** The needs assessment (NA) programme being carried out in Brighton & Hove provides an evidence base for use by service providers and anyone else who is seeking to improve the lives of different communities who live here. All include equality data and engagement with relevant equality groups. Specific examples in 2017: • **International Migrant NA**: provides an overview of the needs of international migrants in the city and assets they bring; and provides information and recommendations for commissioners, service providers and decision makers to use to improve the lives and outcomes of international migrants in the city. The report is currently being finalised. • **Adult Advocacy NA**: The needs assessment defines populations who need advocacy and the type of advocacy support they need. Current and potential future demand for statutory and non-statutory advocacy is explored. The needs assessment makes recommendations for commissioners, service providers and decision makers to use to inform

	service design and commissioning decisions for advocacy services in Brighton and Hove[1].
	o One immediate result from the advocacy NA was a meeting held with providers of services to people with Learning Disabilities (PwLD). The Customer Insight Manager and Equalities Co-ordinator asked for views on Housing and Revenues & Benefits teams can work more effectively with advocates for PwLD to gain better outcomes for customers. The suggestions are being passed on to the relevant teams for improvements to be made.
	• **Self-harm (Children and Young People) NA**: this topic has been identified as a priority by several organisations and services. There has been good involvement from a range of cross-sector organisations including the acute trust, community and voluntary sector and schools wellbeing. As well as professionals there are representatives from the two main groups affected: children and young people (Right Here) and parents and carers (Parents and Carers Council). There is a focus on services and support and how they might better reduce self-harm in the city. This assessment is currently in progress and is expected to be finalised in January 2018.

4. Strong and fair leadership

1. We will continue the Budget EIA process so that all decisions about budget proposals are informed by due regard to their impacts	As in previous years, Budget EIAs have been completed on all proposals that have a possible impact on service-users, considering what the effects may be on people in relation to their protected characteristics. The cumulative impact assessment has not yet been completed, but the vast majority of impacts identified for the 2018-19 proposals are rated at 3 or below (5 being the highest) and only one is rated higher, at 5. Mitigations for the effects are also identified and will be monitored. A review of the mitigating impacts identified for the current year's proposals found that all actions are being implemented and are having the intended effect. EIAs to consider the impacts on staff are in progress and will, as usual, be submitted with the other EIAs and all budget papers to PRG and then full budget council.

5. Effective partnership working to reduce inequality

1. We will continue to identify opportunities for working with partners across the city to share	**Equality & Inclusion Partnership (EquIP):** The cross-sector, city-wide partnership takes the lead on equality topics, under Brighton & Hove Connected: this group brings together reps from the CVS, public sector and business to work on the big cross-city issues (like recruiting diverse workforces, rough sleeping, and Fairness Commission findings). http://www.bhconnected.org.uk/content/equality-inclusion-

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[1] http://www.bhconnected.org.uk/sites/bhconnected/files/Adult%20Advocacy%20Needs%20Assessment%20-%202017.pdf

information, use all our skills most effectively and act on what local people from all the city's communities tell us	[partnership-equip] • **Trans sub-group**: The group oversees progress against the recommendations of the Trans Needs Assessment (TNA). Members of the Sub-Group come from all the organisations that have recommendations to complete from the TNA, plus others who are using the TNA findings to develop their own practice. Meetings tend to focus on a specific area, either from the TNA directly, or from wider work that is emerging from it. Examples: the accreditation scheme ('kitemark') for GP surgeries, chemists and possibly shops, leisure centres and so on to demonstrate that they are actively welcoming for trans and non-binary people; monitoring gender identity to explore good practice and identify improvements; health provider updates on local and national provision for trans people. There is always an opportunity for people to feed back where there are concerns, from the perspective of trans and non-binary people or from partners that might be finding barriers to progressing their work • **City-wide activity to diversify public sector workforce profile**: After the council's reviews and analysis, identifying the discrepancies between the council workforce and the economically active profile in the city, meetings held with EquIP partners have identified that there are similar issues in all organisations. Therefore a proposal was taken to the City Management Board to recruit a city-wide post. This role will lead, develop and co-ordinate activities and learning to increase diversity of staff across the city's public sector, ensuring that staff throughout each organisation better reflect the city demographic profile.
Other work, contributing to the achievement of the stated objectives	**Staff Engagement:** • ELT members have taken on roles to support each of the Workers' Fora, working with them on priorities and to increase staff awareness of these networks that provide support, share experiences and provide a perspective on the development of policies and processes. ○ One outcome of work is that a new system has been established to review requests for reasonable adjustments made by disabled staff where these are complex or have taken time to resolve. Premises, Workstyles, HR and any other relevant team review these requests and speedily identify a resolution. • Working with the Communications Team the Communities, Equality and Third Sector Team has developed a communications plan to increase staff awareness of equality and diversity in practice across services. Using the council's intranet a series of articles based on significant 'days' or events has been developed and are being regularly released. This will also link in with the e-learning modules being developed over the next year to support and advertise them. • Next steps are to run sessions open to staff, based on a specific protected characteristic or equality topic. Where possible these will be delivered by a staff member or service-user with lived experience of the subject matter.

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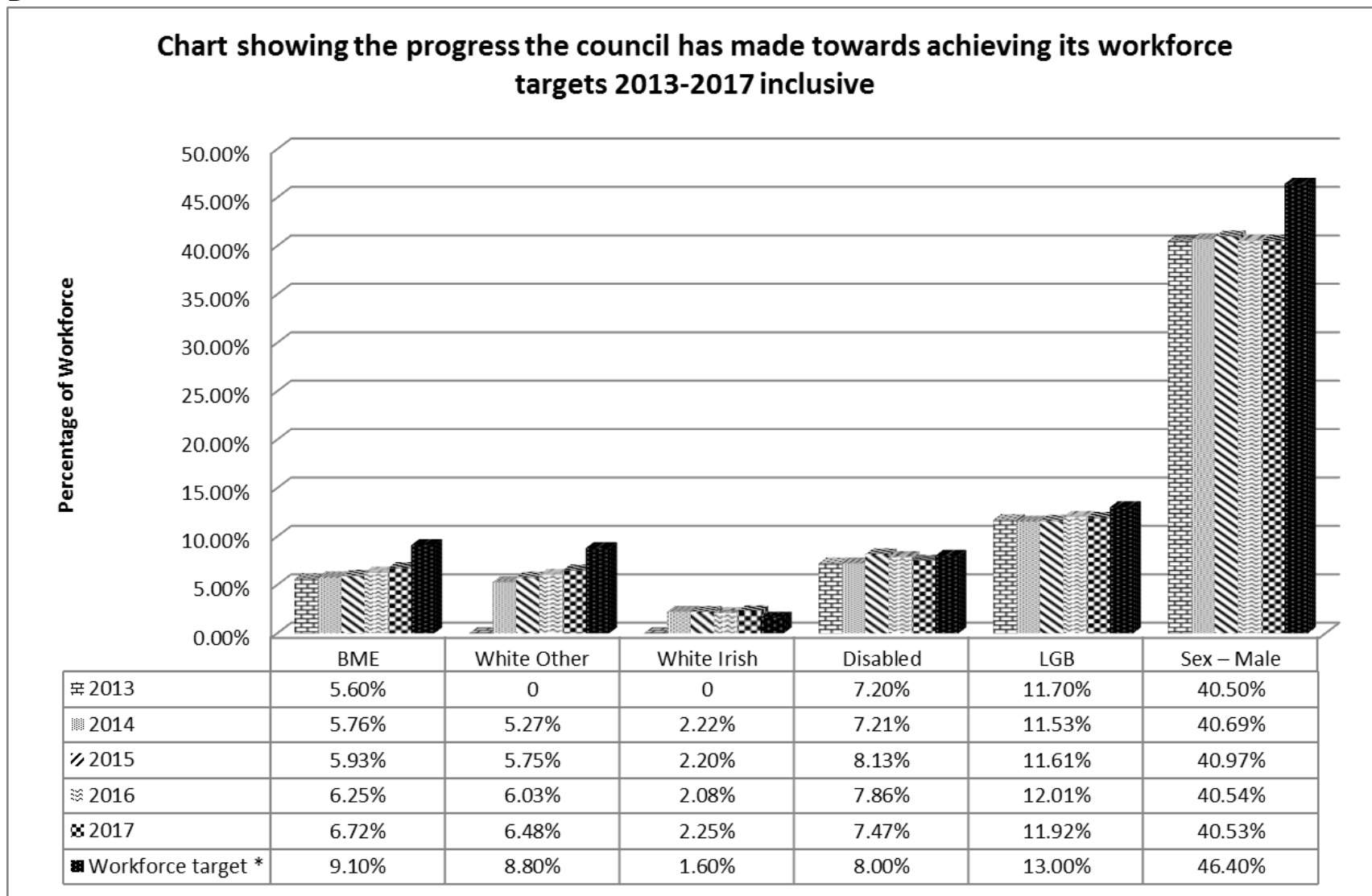|	

	• Having identified teams that are central to the delivery of equality work, training sessions have been run with the following:
	    o Executive Leadership (reviewed the e-learning package)
	    o Project Management Office
	    o Customer Feedback Team
	    o Policy, Partnerships & Scrutiny
	    o Communications (Design Team)
	
	Equality Impact Assessments:
	• The template has been revised and improved, and now asks for feedback on work completed where the EIA is being reviewed. This enables better monitoring of actions taken and impacts being effective.
	
	• Best practice EIAs are now available for staff to review when writing their own EIA. Support remains available from the Communities, Equality and Third Sector Team for all BHCC staff completing EIAs – and support is also provided to colleagues in other statutory and CVS organisations locally and nationally who are seeking to develop their EIA approach.
	
	• Where the CCG and council are working more closely together to commission services, the BHCC EIA template has been jointly agreed as the approach to be used. There will be a trial period of one year to ensure that this works for both organisations, but the consistency will be of benefit both to staff and residents reading the EIAs.

Appendix C

Equality & Inclusion Strategy 2018 Actions

1. Open and equitable services	We will better the share findings of Equality Impact Assessments between relevant services and monitor planned actions.
	We will also increase our assessment of the cumulative impacts of changes to service provision, whether commissioned from others or provided by the council.
	We will look for opportunities to use the provisions of the Social Value Act and Framework to address inequalities, design better services, find new solutions and improve outcomes.
	We will ensure that alternative communication routes remain available for people with specific requirements.
	We will also ensure that digital options are adaptable and comply with digital standards of accessibility.
2. Inclusive employer	We will identify how services across the council can contribute to the aims of the Workforce Equality Action Plan and will provide support to enable them to achieve tangible improvements.
	We will also identify areas across the council which will receive focused equality learning and development; revise and improve our e-learning offer; and increase opportunities for formal and informal equality learning opportunities, to encourage conversations and engagement on how equality and inclusion work in practice.
3. Services that understand our diverse population	Through the Communities and Third Sector Policy and Investment Programme we will establish stronger links with BME groups and communities so we work better together, hear different people's views, and learn from what is working well or not
4. Strong and Fair Leadership	We will ensure that actions from strategies are appropriately prioritised, so that they can be implemented effectively and their impacts monitored.
	We will also use any opportunities to share impacts and analyses identified in budget EIAs with other city partners and look for where proposals from different organisations may have cumulative effects.

Chart showing the progress the council has made towards achieving its workforce targets 2013-2017 inclusive

	BME	White Other	White Irish	Disabled	LGB	Sex – Male
2013	5.60%	0	0	7.20%	11.70%	40.50%
2014	5.76%	5.27%	2.22%	7.21%	11.53%	40.69%
2015	5.93%	5.75%	2.20%	8.13%	11.61%	40.97%
2016	6.25%	6.03%	2.08%	7.86%	12.01%	40.54%
2017	6.72%	6.48%	2.25%	7.47%	11.92%	40.53%
Workforce target *	9.10%	8.80%	1.60%	8.00%	13.00%	46.40%

NB: In 2013 the 0 amount for 'White Other' and 'White Irish' reflects the fact that in this year, these groups were included in an overall 'White' category. In subsequent years ethnicity was broken down further.

NEIGHBOURHOODS, INCLUSION, COMMUNITIES AND EQUALITIES COMMITTEE	Agenda Item 58
	Brighton & Hove City Council

Subject:		Trans Needs Assessment action plan progress report
Date of Meeting:		9th January 2018 and 22nd January 2018
Report of:		Executive Director Neighbourhoods, Communities and Housing
Contact Officer:	Name:	Sarah Tighe-Ford Tel: 01273 29 2301
	Email:	sarah.tighe-ford@brighton-hove.gov.uk
Ward(s) affected:		All

FOR GENERAL RELEASE

1. PURPOSE OF REPORT AND POLICY CONTEXT

1.1 The Trans Needs Assessment 2015 (TNA) provides a comprehensive analysis of current and future needs of local trans people to inform commissioning and delivery of services across the City in order to improve outcomes and reduce inequalities. The NICE Committee receives annual reports on progress against all its recommendations.

1.2 In 2015 the TNA was led by the council's Public Health team with representatives from the trans community. Link: https://www.bhconnected.org.uk/sites/bhconnected/files/Brighton%20%26%20Hove%20Trans%20Needs%20Assessment%202015.pdf). Progress against the 62 recommendations is overseen by the city-wide Equality and Inclusion Partnership (EquIP) through a Trans Sub-Group, with membership from all the city organisations with responsibilities within the TNA recommendations. The group is chaired by the Lead Member for Neighbourhoods, Communities and Equality.

1.3 This report and Appendix A detail progress against the TNA recommendations and identify next steps, including a third annual Trans, Non-Binary and Intersex Conference in July 2018.

2. RECOMMENDATIONS:

2.1 That Neighbourhoods, Inclusion, Communities and Equality members note the contents of this annual report describing progress against the recommendations of the Trans Needs Assessment 2015.

3. CONTEXT/ BACKGROUND INFORMATION

3.1 The needs assessment implemented a recommendation of the 2013 cross-party Trans Equality Scrutiny Panel. Public Health led the production of the Trans Needs Assessment as part of the Joint Strategic Needs Assessment programme (under the Health and Wellbeing Board).

3.2 The process was conducted in collaboration with representatives of the trans community and voluntary sector. The steering group included representatives from city wide statutory and community & voluntary sector services and reported to the city wide Equality and Inclusion Partnership (EquIP) Trans Sub-group.

3.3 The scope of the needs assessment was broad, with health & wellbeing (including NHS gender identity services), community safety and housing identified as key priorities for consideration. Evidence was collected using various methods including a 'data snapshot' exercise; interviews with key stakeholders; and community research conducted by University of Brighton and Brighton & Hove LGBT Switchboard.

3.4 The TNA describes the experience of trans people in using local services and living, working and socialising in the city. It therefore highlights examples of good practice as well as feedback on where services can be improved.

3.5 A full update against all the TNA recommendations is attached in Appendix A.

3.6 In summary, work to increase inclusion and safety of trans people across the city is progressing steadily, with many actions completed or progressing well. The EquIP Trans Sub-Group has gained members as more organisations, not originally named in the recommendations, develop work in this area.

3.7 Members of the EquIP Trans Sub-Group are:
- Representatives of the trans community (Clare Project and Trans Alliance)
- Allsorts Youth Project
- Brighton & Hove City Council
- Brighton & Sussex University Hospitals Foundation Trust
- Clinical Commissioning Group
- HealthWatch Brighton & Hove
- LGBT Switchboard
- MINDOUT
- Sussex Community NHS Trust
- Sussex Partnership NHS Foundation Trust
- Sussex Police
- University of Brighton
- University of Sussex

3.8 Examples of work this year include:

3.8.1 **Funding and infrastructure support:**
- Allocation of funding for engagement with Trans community as part of the council and CCG's joint Third Sector Commission.
- Community Works development support to the Clare Project and engagement support for trans group representatives
- Networking between LGBT and Trans groups has been established to provide opportunities to share good practice and resources.

3.8.2 **Training** continues to be offered by all partners named in the recommendations and uses local providers as the source of expertise and lived experience.

Participant feedback: "I have a better understanding of issues that trans people experience and I feel I am more knowledgeable which will help me signpost to services. I am more aware and can support necessary changes such as using pronouns in paperwork and in group work."

3.8.3 Kite-mark:
LGBT Switchboard through the LGBT Health & Inclusion Project (HIP) has been working with Trans Alliance on the Inclusion Award. Four GP surgeries in the city have been awarded the Inclusion Award.

3.8.4 **NHS England - Charing Cross Clinic:** West London Mental Health NHS Trust confirmed in December 2016 (after the last report to committee) that the Gender Identity Clinic (GIC) would be provided by the Tavistock and Portman NHS Foundation Trust during 2017/18. There is an assurance that existing Gender Identity Clinic patients will continue to receive their care uninterrupted, with the same staff, in the same location.

3.8.5 **Trans Conference 2017**

3.8.5.1 The Annual Brighton Trans & Non-Binary Conference took place on 20th July 2017, forming part of a programme of events for this year's Trans Pride. The event was hosted and led by the University of Brighton at its Grand Parade Campus and followed on from the first conference held last year, growing in both size and popularity. Around 250 trans, non-binary and cis people, researchers, public sector, community and voluntary sector workers and policy makers from around the UK and further afield came together to share, listen and learn about the realities of trans and non-binary lives.

3.8.5.2 The conference is a direct outcome of the TNA. One of the recommendations is a commitment to report annually on progress to increase inclusion for trans people: the conference is the opportunity for this. It is very positive that trans and non-binary people have very taken more control of the conference's structure and content.

3.8.5.3 The event is co-ordinated by a steering group consisting of local trans and non-binary community members, working with partners from the city's public sector organisations. Hosted by EJ Scott, Curator of the Museum of Transology, the conference in 2017 included a range of keynote speakers: Juno Roche (writer and campaigner), Sabah Choudrey, (a queer Muslim social justice campaigner), Meg-John Baker (writer, therapist and activist-academic), and Emile Devereaux (senior lecturer from Sussex University).

3.8.5.4 Sessions covered subjects such as older trans & non-binary spaces; pregnancy and feeding options for trans people; trans inclusive educational settings; trans people in further and higher education; reducing barriers to reporting hate crime; intersectionality between disability and transition; and fat activism for trans people (based on potentially conflicting ideologies about whether bodies are malleable or not). Throughout the day the Brighton Trans Alliance provided 'Trans 101' awareness sessions and LGBT Switchboard facilitated a quiet space.

3.8.5.5 The 2018 conference is already being organised and is planned to run over two days, in response to requests for more sessions and workshops. Once again the conference will be part of the Trans Pride programme.

3.8.6 **Pronoun badge campaign**: following the 2017 conference the organising steering group has proposed a citywide campaign to increase understanding of gender identity across the city. There are two aims of the campaign:
- to encourage discussion and understanding of gender identity and the range of identities that people have.
- to continue work to make more welcoming and inclusive city services and places.

Staff and volunteers across the city will be encouraged to wear badges that simply say 'My pronoun is…' and then either 'she/her/hers' or 'he/him/him' or 'they/their/theirs' or 'Please use my name' or reference the hashtag for the campaign or be left blank for people to add their own pronouns. The badges were trialled at the Trans and Non-Binary Conference and received very positive feedback as a way to avoid misgendering.

They will not be branded with any organisational logo, strengthening the message that this campaign is about the whole city and is a shared commitment across the city to addressing transphobia and prejudice and increasing inclusion. The campaign will coincide with Trans Day of Visibility (29th March).

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

4.1 No alternatives are identified. Responsibility for monitoring progress against the TNA recommendations most appropriately sits with EquIP. This ensures city-wide accountability and avoids duplication of reporting.

5. COMMUNITY ENGAGEMENT & CONSULTATION

5.1 The TNA process was one of engagement throughout, in the joint leadership of community representatives, the centrality of trans people's voices and experiences in the report, in their involvement in the development of the recommendations, and in the monitoring of their implementation. This built on the initial work in the Trans Equality Scrutiny which set the foundation of an improved relationship between the council and trans people in the city.

6. CONCLUSION

6.1 The TNA followed on from the Trans Equality Scrutiny which was a catalyst, locally and nationally, for improvements in service provision for trans people. Building on its approach and findings, the TNA broadened and deepened opportunities to better address the discrimination experienced by trans people, to improve their experiences of services, and to develop a culture of respect and inclusion across the city.

6.2 Progress by all partners continues, building on strengthening relationships, a stronger local trans community and CVS, and a strong commitment by partners to address inequality for trans people.

7. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

7.1   There are no direct financial implications arising from the recommendation made in this report.

Finance Officer Consulted: Michael Bentley   *Date: 21/12/17*

Legal Implications:

7.2   There are no legal implications arising from the recommendation to note in this report.

Lawyer Consulted: Elizabeth Culbert   *Date: 10/01/18*

Equalities Implications:

7.3   The equality implications are directly addressed in the report.

Sustainability Implications:

7.4   None with regard to this monitoring report

Any Other Significant Implications:

7.5   None with regard to this monitoring report

SUPPORTING DOCUMENTATION

Appendices:

1.   Final Update on Trans Equality Scrutiny recommendations (December 2017)

Documents in Members' Rooms

1.   Final Update on Trans Equality Scrutiny recommendations (December 2017)

Background Documents

1. Trans Needs Assessment - https://www.bhconnected.org.uk/sites/bhconnected/files/Brighton%20%26%20Hove%20Trans%20Needs%20Assessment%202015.pdf

2. Trans Needs Assessment Action Plan Progress Report January 2017

Trans Needs Assessment

NB: Recommendations are listed by lead partner. If a recommendation involves more than one organisation it is listed under each partner.

Updates from previous years (previously reported to NICE Committee) have been abbreviated.

Other additional trans work developed by organisations and groups in addition to these recommendations is included at the end.

Lead organis-ation	Recommendation	Updates: December 2015	Updates: December 2016	Updates: December 2017
City organis-ations	**2. City leaders should consider how Trans* Pride and the trans community & voluntary sector can be supported to increase the resilience of the trans community.**	**2**. As described below a number of city organisations are working with a funding trans community groups to develop capacity and resilience.	**2 and 42**. **University of Brighton:** The University's Alumni and Philanthropy department has launched a Brighton Titans campaign celebrating achievements of UoB graduates. The campaign includes trans activists Paris Lees and Fox Fisher:	**2**. LGBT Switchboard working in partnership with The Clare Project on trans and non-binary engagement – ensuring that there is a link between the two organisations and the work that they are doing around engagement.
	42. City organisations such as BHCC, NHS, universities and transport operators to promote visibility, positive representation and inclusion of trans people in publicity materials.	**42**. Some updates are provided below, but there is currently no mechanism for gathering this information across the city.	**42**. See update from 2015.	**42.** See previous updates. **University of Brighton:** The university's Centre for Transforming Sexuality & Gender co-led the second Annual Brighton Trans and Non-Binary Conference in July 2017. See further details at end of document. Fox Fisher was awarded an honorary doctorate by the university in July 2017 in

recognition of their major contribution to raising the profile, both nationally and internationally, of issues affecting trans-people and the promotion of arts and media[1].
In November 2017 the university also hosted an advance screening of the new documentary film, 'I Am They – A Non-Binary Love Story'. The film was created by Fox and their non-binary partner Owl Fisher and is one of the first full length documentary films to focus on non-binary trans issues and follows their lives as non-binary trans activists and film makers[2].

The LGBT+ Staff Equality Network Group held a visual 'role models' campaign throughout October in support of the Race & Faith Staff Equality Network Group, highlighting LGB and trans BAME role models from a variety of fields. These images and supporting quotes were shown on plasma screens in all university buildings across our four

[1] https://www.brighton.ac.uk/about-us/news-and-events/news/2017/07-26-it's-time-to-celebrate-trans-people-for-who-they-are.aspx

[2] https://www.eventbrite.co.uk/e/i-am-they-preview-screening-of-documentary-by-fox-and-owl-fisher-tickets-38956068650#

campuses throughout the month, and featured University of Brighton graduate Munroe Bergdorf.

The university utilised Pride celebrations in August to make a visible and strong statement of support for trans students, staff and wider community. Six flags were flown outside our city centre Grand Parade building, including a trans flag and the message 'Proud to support the LGBT+ community'. These flags were up for two weeks before Pride and for the duration of August and were very well received by staff and students and by the wider community on social media.

The university had an official presence in the Pride Parade for the first time in August 2017, with the LGBT+ Staff Equality Network Group and LGBT+ Student Society marching together. This is part of a strengthening relationship between the staff and student societies, who have trans and non-binary members, who have held frequent socials together throughout the year, as part of

			efforts to introduce students to LGBT+ staff role models and increase informal support in this area.
	43. City organisations such as BHCC, NHS, and universities should promote the introduction of gender neutral facilities (including toilets and changing rooms) in new and refurbished buildings.	**43**. Gender-neutral toilets have been included in all recent new builds at the University of Brighton and will be included in the design for all future new builds. The University of Sussex has gender-neutral toilets in all buildings except Sussex House due to its physical restrictions.	**43**. University of Brighton: Gender-neutral toilets have now been introduced to all University buildings. See also additional information from the Brighton Centre at the end of this document. University of Sussex: seeking confirmation that gender-neutral toilets are included in the design of all planned new buildings.	**43**. As per previous updates, gender neutral toilets have been introduced in multiple buildings across the city and will continue to be introduced in new builds. See also additional information from the Brighton Centre at the end of this document. Gender neutral toilets available in the Hospital's Lawson Unit.
BHCC – all council	**3. BHCC and the Brighton & Hove Clinical Commissioning Group (CCG) and community & voluntary sector (CVS) should consider how the capacity and skills of trans community groups can be increased.**	**3.** This work on ongoing through continued support for the Third Sector Prospectus and Commission, currently running and due to be renewed in the coming year.	**3.** Trans groups receiving capacity building training including governance and fundraising. Evidence of impact is due January 2017. A specific trans lot has been developed in the Third Sector investment programme to complement LGBT work through the Communities and Third Sector Prospectus.	**3.** As part of the Third Sector Prospectus commissioning LGBT Switchboard working in partnership with The Clare Project on trans and non-binary engagement – ensuring that there is a link between the two organisations and the work that they are doing around engagement.

4. BHCC and the CCG should recognise and support trans organisations, as well as LGBT organisations, in engagement and service provision.	4. As no. 3, and through the council's ongoing discretionary grants funding.	**4**. As no **3** and ongoing work of the Communities fund. A Trans Advocacy project has also been supported by City Council and CCG	As **3** – still challenges in terms of capacity within a small organisation.
5. BHCC, the CCG and trans community & voluntary sector groups should: • **identify how a central information resource for trans people and support organisations can be provided** • **consider holding an event for trans people and community groups to provide information / advice on services and legal rights.**	5. To be discussed.	**5**. Clare Project website has section Know your Rights- developed by LGBT Liaison Officer. LGBT Liaison Officer has produced leaflets on rights for police and for the Clare project: *What can I do about transphobia?* **5**. Council: My Life portal was launched in 2016. The site hosts local and national support groups and organisations supporting the trans community. Discussion on external event is needed to explore options.	**5**. LGBT Switchboard has ensured that information around trans support is part of the offer. The Trans Survivors Helpline will be extended to ensure that support and information is offer to members of the trans and non-binary communities. Also see update on My Life portal (2016).
10. The BHCC Trans Champion should report annually to community members on progress in improving the trans inclusion of services.	10. To be discussed at the EquIP Trans sub-group	**10**. A conference is being planned for 2017.	**10**: Geoff Raw has become the council's link for the LGBT Workers' Forum and provided a statement of support for the Trans and Non-Binary Conference 2017. At this event council (and other public sector)

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			services were present to feed back on progress.
56. BHCC and other services should ensure continuing provision of trans awareness training for their respective workforces.	**56**. The council has delivered trans awareness training for some front-line staff in Adult Social Care and Housing. Awareness sessions were also run by the Communities, Equality & Third Sector team for council employees and managers who sit on the council's Directorate Equalities Groups. The induction programme for new Members included a session on trans awareness.	**56**. The course Transgender Awareness in Adult Social Care is offered in the adult social care workforce development programme. This is delivered by Allsorts.	**56**. We have commissioned and released a suite of trans awareness e-learning modules as part of a wider Working in a Diverse Community collection of resources: • Transgender awareness: Working with trans staff, colleagues and workers. • The trans-friendly workplace – A guide for Managers. • A suite of videos to for use in facilitated sessions. We also have Unconscious Bias e-learning and videos. **56**. LGBT Switchboard has been working in partnership with the Trans Alliance to develop the Inclusion Award. This award offer support to organisations wanting to ensure and evidence that they are LGBT friendly and inclusive. The partnership approach ensures that services recognise the need to consider trans issues separately to LGB issues. Training is a core part of the inclusion award and is offered to workforces who want

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				to raise awareness across teams.
	62. BHCC should consider the development of a scheme to identify and promote trans friendly businesses and organisations throughout the city, eg. gyms, clothes shops, night clubs, letting agents etc.	**62**. Further exploration and development of Safe Space and kite-marking schemes.	**62** LGBTHIP is working with Trans Alliance and other organisations across the city on a LGBT quality assurance scheme, with a specific focus on trans inclusion. It will require evidence of what people are doing to be accredited.	**62**. In continuation to Dec 2016 update LGBT Switchboard through the LGBTHIP has been working with Trans Alliance on the Inclusion Award. • Four GP surgeries have been awarded the Inclusion Award • Working with other providers across health and social care in exploring the award.
BHCC – Children's Services	**12. Children and Young People's Services, including Child & Adolescent Mental Health Services (CAMHS), to promote information to support parents of trans and gender questioning children (eg. Allsorts' toolkit for parents of trans children).** **And** **14. Children and young people's services to engage with trans community groups about the support**	**12 and 14:** Update • CAMHS currently has a Teen to Adult Personal Advisor (TAPA) worker working with Allsorts. a) Allsorts don't currently support children with parents who are trans b) Currently Allsorts offer a parents group who have children under 26 who are trans or gender questioning, group for primary age children, TAG for under 16 LGBTU young people, drop-in for 16-25 LGBTU young people and Transformers 16-25 trans young people	**12 and 14**: Community CAMHS team all received Allsorts ½ day training over the Summer 16. Community CAMHS works closely with Tier 3 CAMHS to address the mental health needs of the trans community. The Community CAMHS team actively seeks advice from Allsorts and TAPA and links young people to these services when appropriate The Community CAMHS team sits on schools and Early Help triages and advises accordingly.	**12**. CAMHS training completed – Allsorts delivered training. Allsorts continuing to work closely with LGBT TAPA worker. **14**. Allsorts: Allsorts has had an increase in trans young people accessing the service. They have seen a large increase in children under 11 coming to the project and engaging in wider support such as one-to-ones and support with schools. Continue to receive referrals from various services across the

needs of a) children and young people with a trans parent, and b) trans children and young people and their families.	We deliver training for CVS, schools and any other services, working in secondary and primary schools. We are on the referral pathway for CAMHS and receive a lot of referrals from social workers, youth workers, schools and Integrated Team for Families (ITF). Have been involved in Team Around the Family (TAF) and school meetings to provide support to children and the service. Issues would be capacity to deal with the volume of children and young people including emotional and wellbeing work.	The team are now collecting data on trans young people. Allsorts Youth Project update: continues to work with TAPA across all groups bar children's group; Young People's worker has attended meeting; currently delivering training to all CAMHS staff. Increase in trans child & young people inductions and attendance at parents group Continue to receive referrals from various children's services across the city	city. Currently very busy with work in schools (workshops, assemblies, staff training, Information, Advice and Guidance (IAG) and one-to-one support for young people). Recently updated the Trans Inclusion toolkit for schools with Sam Beal (BHCC) – uploaded on to Allsorts Youth Project website and Pier2Peer. **14**. BHCC: Public Health commissions mental health support for children and young people, and their families or carers from Allsorts Youth. In addition to one-to-one mentoring and opportunities for volunteering, four groups offering peer support and activities are provided: • Trans kids: under 11s, monthly meetings • TAG: under 16s, fortnightly meetings • Transformers: 16 – 25s, fortnightly meetings • Parents/carers: monthly meetings
15. Children and young	**15**. The course 'Trans	**15**. The course is being run	**15**. Allsorts:

| | people's services should continue to provide trans awareness training for their staff. | Awareness – supporting the needs of young trans and gender questioning people' is delivered and evaluated twice per financial year by Allsorts. It is open to anyone working with children and young people in the city, including schools. | twice a year and currently has very good attendance levels. Each session will be evaluated to ensure the training is meeting the needs of delegates.

Allsorts update: continue to run this course. New addition of training newly qualified social workers to start next financial year. | Continuing to run Trans Awareness for BHCC Children Services. Most recent courses have been fully booked with a waiting list.

In addition to this course, other services in the city working with children and young people have booked in Trans Awareness Training including but not limited to:
• the Royal Alex Children's Hospital,
• Cafcass and
• the Brighton General Hospital school nurses team.

15. BHCC: The course has being run twice a year with very good attendance levels, including newly qualified social workers. The course has been highly evaluated and feedback showed that 100% delegates on the most recent session felt that it met their expectations in full.

We have also commissioned and released a suite of Trans awareness e-learning modules as part of a wider Working in a Diverse Community collection of resources: |

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			• Transgender awareness: Working with Trans staff, colleagues and workers. • The Trans-friendly workplace – A guide for Managers. • A suite of videos to for use in facilitated sessions. We also have some Unconscious Bias e-learning and videos.
	16. Build on and extend the work carried out in schools, colleges and other education settings across Brighton and Hove by BHCC, Allsorts and schools.	**16.** All secondary schools have bought into support from Allsorts ensuring continued 1:1 support for trans students and access to staff training on request. Primary and special schools can request consultancy and training support from the Council on request. Guidance documents and PSHE lesson activities are regularly shared with schools and other educational settings.	**16**. 8 out of 10 secondary schools have bought into support from Allsorts for 2016-2017. A pilot workshop for parents and carers on LGBT identities. Guidance documents and PSHE lesson activities are regularly shared with schools and other educational settings. The Trans Inclusion Schools Toolkit is currently being updated. Allsorts update: Ongoing work in this area. We have made new connections with independent and private schools (secondary)	**16**. Allsorts update: All state secondary schools bar one have bought into the Menu of Services for Schools. We also work with several of the fee paying schools in Brighton and Hove. We have also done *ad hoc* work with primary schools. **16**. BHCC: 9 out of 10 secondary schools have bought into support from Allsorts. Children and young people also attend Allsorts outside of school. - 'Talking to your teens about LGBT' session developed with PSHE team and Allsorts. Trialled with Varndean and Dorothy Stringer. Positive

				feedback. - Trans Inclusion Schools Toolkit been updated - Rainbow flag award being rolled out in 14 schools.
	39. CAMHS providers and commissioners should review the service pathway and ensure it is centred on meeting the needs of children and young people and their families.	**39**. Update • A review is underway looking at the whole pathway. • During our intervention workers would explore gender identity or orientation. • Com CAMHS will invite Allsorts to a team meeting inform service delivery. • As part of the Emotional Wellbeing in Schools Project, Com CAMHS and Public Health will promote LGBT issues and support schools in developing trans supportive pathways.	**39**. The Community CAMHS team is represented on the CAMHS Partnership Board where such pathways are considered. As part of our assessment with our young people our team are trained to identify potential mental health needs of the trans community and respond appropriately. The team had training from Allsorts. Seeking to actively engage the Student Voice within schools	**39.** See updates from 2015 and 2016. - Primary Mental Health Workers do talk to CYP, staff and parents about gender identity. Allsorts will be invited in again. - The service will look again at how to record gender identity in the new database. - There is an issue of how to support LGB and specifically trans young people who are not going to get an appointment at the Tavistock and who do not have supportive parents. More work is needed to make sure workshops for parents reach the desired audience (parent who have resistance, difficulties with acceptance/processing tend not to attend). - There is discussion around including the issue as part of a general 'adolescent brain' parent workshop.
BHCC –	**5. BHCC, the CCG and**	**5**. Once up and running the	**5**. My Life portal was launched	**5**. Trans Survivors Helpline has

Adult Social care	trans community & voluntary sector groups should: • **identify how a central information resource for trans people and support organisations can be provided** • **consider holding an event for trans people to provide information and advice on services and their legal rights.**	Adult Social Care portal should be able to provide the vehicle for delivering a central information resource. This action needs to be linked to the other parts of the council to ensure integration of information.	on 1 June 2016. The site hosts local and national support groups and organisation supporting the trans community. http://www.mylifebh.org.uk/support-groups-charities?fwp_charities=lesbian-gay-bisexual-transgender-lgbt No further development on holding a specific event. This will need discussion with our internal and external partners within the city to explore options.	been developing trans specific information and will continue to do so as the services develops, ensuring synergy across the Switchboard Helpline in 2018. See also update from 2016 on My Life portal launch.
	19. BHCC Adult Social Care should take into account the needs of trans carers in services and initiatives to support carers	**19**. Actions from this recommendation will be built into the Carers Strategy and Carers JSNA.	**19**. The new National Carers Strategy is due to be published in January 2017, following which we will develop our local carers strategy and ensure any relevant recommendations are included.	19. We have reprocured the Carers' Hub which draws together all provision for carers. All carers services are delivered through this. There are requirements within the specification that the needs of trans users are addressed.
	20. BHCC Adult Social Care to ensure social care providers receive training in trans awareness.	**20**. 15 people attended a session on transgender awareness, all of whom rated the course as good or excellent. Afterwards the Workforce Development Team arranged an expression of interest process for a training provider in accordance with the corporate	**20**. The course Transgender Awareness in Adult Social Care is offered in the adult social care workforce development programme. There has been a lower rate of take up for these courses in comparison to overall course take up. 2 courses have run, with 19 people receiving the	**20**. We have commissioned and released a suite of Trans awareness e-learning modules as part of a wider Working in a Diverse Community collection of resources: • Transgender awareness: Working with Trans staff,

| | | procurement process, involving the Equalities Team. A new training provider (Allsorts) has been identified. However, the council's new financial controls, meant no further training dates were arranged this financial year, but we hope to be able to do so, budgets permitting from April 2016. | training: | colleagues and workers.
• The Trans-friendly workplace – A guide for Managers.
• A suite of videos to for use in facilitated sessions.

We also have some Unconscious Bias e-learning and videos.

Health & Adult Social Care and Housing: We continue to offer training to this group of staff. Quotes from the recent course

"I have learned a lot about pronouns and using them which will be useful at work. I have also learned some terminology which will mean that I can understand explanations from service users without having to ask a lot of questions. I will also feed back what I have learned to the Team at our next meeting"

"I have a better understanding of issues that Trans people experience and I feel I am more knowledgeable which will help signpost to services. I am more aware and can support necessary changes such as using pronouns in paperwork and in group work". |

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21. BHCC Adult Social Care to conduct an equalities audit of residential and other care services.	**21**. The format used to monitor quality of care homes/ home care services contracted by Adult Social Care includes equalities as an area. All our contractual Terms and Conditions include Equal Opportunities. We also require the provision of monitoring information if requested. All our service contracts ask for equalities data to be captured on a standard form. Service contracts tend to include KPIs with equalities specific detail (e.g. Specialist Advocacy and Engagement contracts).	**21**.As per update in December 2015 – ongoing approach.	**21** Adult Social Care carry out desk top reviews and audits of all residential and other care services and check that there are no concerns about equalities and that providers are compliant with equalities legislation relating to service provision, staff recruitment and equalities training.
34. The CCG and social care commissioners should consider how advocacy to support trans people to access health and social care services can be provided.	**34**. The CCG and Social Care commission advocacy from several community and voluntary sector organisations. Mind Out offer advocacy to trans people around their mental health and wellbeing. Other advocacy organisations support particular client groups: Age UK support older people, Speak Out and Impetus people with learning disabilities and / or autism and the Fed support people with a physical or	**34**. MindOut and Healthwatch Brighton were jointly commissioned by the CCG and BHCC to set up the city's first Trans Advocacy Service. The service provides person-centred advocacy support for trans communities in the city. It offers advice, information, representation and case work support on all issues related to trans care pathways, health care, Social Care, legal issues,	**34** Brighton & Hove City Council and CCG continue to jointly fund the Trans Advocacy service provided by Mind Out. From April 2016 to March 2017 they provided advocacy to 177 beneficiaries with 90% of the advocacy relating to mental health, physical health and social care issues.

		sensory impairment. All of these organisations would support trans people to access health and social care services.	family and relationships, employment, housing, hate crime, harassment and bullying.	
BHCC – Public Health	**24. Brighton & Hove Healthy Weight Programme Board (including Sports Development) to consider how trans people's levels of physical activity can be improved.**	**24**. The Healthy Weight Programme Board ensures that all services developing physical activity initiatives complete EIAs. The Sports Development team will liaise with the Health Inclusion Project (HIP) and the trans community on national and local campaigns. The team has all attended trans awareness training. New Sports Development training programme to be offered to health professionals, employers, sports coaches, social care workers and volunteers.	**24**. See updates for numbers **57**, **58** and **59**	**24**. See updates for numbers **57**, **58** and **59**
	25. Public Health to ensure Stop Smoking services are targeted at trans people.	**25**. This recommendation will be embedded into the revised tobacco control action plan. A draft plan is intended to be completed by end of December.	**25**. This recommendation has been embedded in the new tobacco control action plan for Brighton and Hove through targeted health promotion and outreach by health trainers.	**25**. BHCC in partnership with LGBT Switchboard are launching a smoke-free campaign in January/February 2018 to coincide with LGBTQ history month. The campaign has been developed with LGBTQ people for LGBTQ

				people. All LGBTQ organisations will be engaged to assist with promotion of the campaign. **25**. LGBT Switchboard has been working with BHCC Public Health in coproducing with members from the LGBT community a LGBT Stop Smoking campaign. Although not specifically targeting trans and non binary individuals the campaign has been designed to represent intersectionalities and will launch in Feb 2018.
	26. Public Health and CCG to ensure trans community groups have access to mental health training.	**26**. The training courses provided by Grassroots are for frontline staff or volunteers who work with groups at higher risk of mental illness or suicide. This explicitly includes people who identify as transgender. Organisations whose staff or volunteers have attended the training include Allsorts and MindOut. This year, Grassroots have also provided a 'SafeTALK' half day suicide prevention course to local trans people, free of charge; this was funded in part by PH, with	**26**. Grassroots Suicide Prevention information about their courses between Nov 2015 and Nov 2016: • When booking, 62 participants specified they worked with LGBT people • When booking 23 participants specified they work with trans* people (*including all transgender, non-binary, and gender non-conforming identities) • 4 participants identified as trans* on the Equalities Monitoring form	**26**. Grassroots Suicide Prevention have updated their course uptake information for courses during 2017: • 11 course participants described themselves as trans on the Equalities Monitoring form. • 77 course participants reported that they work with trans people; courses are targeted at frontline staff and volunteers working with groups at higher risk of mental ill-health, self- harm or suicide, and trans people

	support from MindOut, Allsorts and Switchboard.		• Around 300 people are trained per year on these courses.	are one of these identified groups.
	32. School nursing, GPs and the A&E Dept. at BSUH should consider implementing the national toolkit for nurses on preventing suicide in young trans people.	**32**. The GP refresher scheme, PLS programme and the Sessional GP meetings that Public Health have run have all included mental health topics, including suicide risk. Previously they have generally included LGBT as an undifferentiated risk group, without specific consideration of the trans community. Sussex Partnership provides a seminar programme for GPs. A&E: There are representatives from both the Mental Health Liaison Team and the acute A&E staff on the Suicide prevention strategy group. The CCG are communicating with the Liaison Psychiatry team at BSUH to discuss use of the toolkit. Promotion to primary care and school nurses is being considered.	**32**. The Public Health Community Nursing Service has been reprocured and is awaiting confirmation to appoint the preferred bidder from the Health and Wellbeing Board. This includes the school nursing service. As part of the procurement process an EIA was completed and action was identified for the provider to address issues for trans people during contract mobilisation period. This has been shared with the preferred provided and actions will be agreed and in place by Dec / January 2016/17. The national toolkit will form part of that negotiation.	**32**. No update available.
BHCC – Community Safety	**41. BHCC Community Safety to determine whether current processes and levels of awareness are**	**For 41 & 44 & 48** The Community Safety casework team identified that increasing trans people's trust and confidence will be the focus	**41, 44 & 48** Work on increasing trust and confidence has progressed directly with Trans community groups through direct contact	**41**. Trans Survivors has received funding from the Victim Support Fund to develop the service in 2018. The aim being to expand the support service

sufficient to prevent and manage transphobic incidents in licensed premises. If required, engage with Business Crime Reduction Partnership to explore opportunities for improving safety and awareness in licensed premises and amongst security staff.	for 2016/17. The model will be the same as we have developed previously with the BME and Disabled communities. We will liaise with trans community representatives and relevant organisations for us to best understand what will work with them to increase trust and confidence.	and raising awareness of the importance or reporting and reporting options. This has included consideration of incidents that might occur in the night time economy and the continued promotion of the Self Evident reporting app.	(currently a helpline) to provide support to trans and non-binary survivors of all crimes. This will include a peer lead face to face support group.
44. Sussex Police, BHCC (Community Safety), and LGBT Community Safety Forum to encourage increased reporting of transphobic incidents and crime, including raising awareness of the benefits of reporting and exploring innovative online methods.	**44.** The development and implementation of the Self Evident reporting app with Sussex PCC along with targeted training on its use and usability for trans groups and networks is underway and planned for 2015/16 to raise the profile, uptake and increase reporting via of this innovative way of reporting within the diverse trans community.	**44.** See update for 41 above	**44.** More Trans people are coming forward to report hate crimes, which hopefully reflects growing trust in Sussex Police and the CPS in successfully prosecuting offenders and making sure that successful action taken against these harm-doers is fed back to the LGBT community. The Self Evident smart phone reporting app, supported by the PCC, Sussex Police and BHC, is free to download and use. The camera, video, sound files or other digital evidence can all be reported directly to the police, the local authority or a third party LGBT service offering support to victims.

46. Sussex Police, victim services and commissioners to ensure that domestic and sexual violence services are trans inclusive and that specific issues for trans people are understood.	**46**. Specialist domestic and sexual violence services have been commissioned, including consideration of issues for trans victims / survivors. A skills and training needs survey in relation to domestic and sexual violence is underway and will be used to develop a training strategy, including consideration of issues for trans victim/survivors. Specialist services continue to review their practice, for example Survivors' Network (the Rape Crisis Centre for Sussex) recently completed a small scale research project into supporting trans survivors of sexual violence	**46**. There are specific requirements in the re-commissioned specialist domestic and sexual abuse service relating to provision for trans* service users, with this delivered through an LGBTQI service. A level 3 training session on work with LGB and T victim/survivors has been included in the multi-agency training programme.	**46.** See update in 2016. This service continues.
47. BHCC domestic violence commissioner to evaluate the GBT* refuge project for trans men and ensure all trans people are housed suitably when fleeing domestic violence.	**47**. This project is ongoing.	**47.** The pilot GBT* pilot project has come to an end and the final project report identified a range of best practice and learning that will inform practice within specialist services. Moving forward, there is a specialist LGBT function within 'The Portal'. The commissioner is working with other local and national partners to identify funding opportunities to develop	**47.** See update on The Portal in 2016 update. This service is continuing.

			a successor programme to the GBT* refuge.	
	48. BHCC Community Safety Team to consider how personal safety for trans people can be promoted.	**48.** See above (41)	**48.** See update for 41 above	**48.** See update for 41 above
	49. Sussex Police and BHCC, in partnership with the trans community and criminal justice agencies, to determine how trans awareness can be increased and needs met within the criminal justice system.	**49.** The Community Safety team and the case work team have undertaken training provided by FTM Brighton and the recent video trans training produced by Sussex Police around addressing, respecting and understanding Trans people who are in the criminal justice system and in contact with other professional enforcement, mediation and engagement agencies.	**49.** Completed (see Dec 2015 update)	**49.** Completed (see Dec 2015 update)
BHCC – Housing	**5. BHCC, the CCG and trans community & voluntary sector groups should:** • **identify how a central information resource for trans people and support organisations can be provided** • **consider holding an event for trans**	**5.** A Trans Housing Guide is being produced and will be ready by Summer 2016. Lead: BHCC Housing Further work will need to be done across the council to ensure that this information hub and event are integrated.	**5** The Allocations Policy was approved in December 2016 and is currently being implemented. The draft Trans Housing Guide, which was consulted on before the Policy was agreed, will be reviewed along with the feedback from trans people to ensure that all the information and suggestions are included. The intention is to launch this in June 2017 and to	The Trans Housing guide has been completed and was launched at the Trans & Non binary event at Brighton University this guide will need to be updated due to changes to Homelessness legislation (Homeless Reduction Act) this Act introduces new homelessness prevention and relief duties and is a significant change to existing legislation

	people and community groups to provide information and advice on services and legal rights.		ask for feedback from any interested parties. A review will be held six months after the launch to make any necessary amendments, in relation to content or accessibility.	and will come into force on 3rd April 2018.
	50. Housing commissioners to improve the appropriateness and safety of emergency /hostel accommodation for trans people.	**50**. Hostel provision and supported accommodation services are being remodelled to include a strong focus on supporting health and wellbeing. This review will include ensuring they are appropriate and safe for trans people. Lead: BHCC Social Care	**50** (Housing Related Support update). Hostels and Supported Accommodation: Services for single homeless people are due to be tendered throughout 2016/17. The need to provide services in which service users and staff feel safe is being written into the service specification and evaluated through the tender process. The specification also includes the need to provide personalised services which meet the needs of all communities of interest and the need to ensure that hate crime and incidents and robustly tackled.

Clauses in the new service specifications are listed at the end of this document. | **50**. HASC commissioning for supported accommodation services: A variety of new services have been commissioned and are now in place in the city. This includes high, medium and low supported accommodation and a women only high and medium support accommodation service.

Each service is contracted to provide a psychologically informed environment which works with individuals around their needs and aspirations. Services are required to ensure they work with people in a personalised way and meet individual needs.

Hate crime and incidents are monitored and how these are addressed within the service is checked as part of the contract monitoring process, this includes taking the feedback of staff and service users. |

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| | **51. BHCC to consider the recommendations of the Stonewall Housing research into LGBT rough sleepers.** | **51**. The city is currently developing a new rough sleeping strategy for summer 2016. The Stonewall Housing recommendations will be considered as part of the review. Lead: BHCC Social Care | As above, update **50** | **51.** Following the Stonewall Housing survey in 2015, in which CRI, RISE and Brighton Housing Trust participated, the Rough Sleeping Strategy 2016 included the findings of the report. Priority 2, goal 5 states: 'Ensure providers implement recommendations of Stonewall Housing LGBT report'. ASC Commissioning have said as an update: "*Implemented across all HASC commissioned services.*" BHCC worked with Stonewall in the drafting of this report and with Public Health on how the Council implements the recommendations.

BHCC Commissioning team are still in negotiation with providers about whether a specific trans service is viable. This is part of the ongoing Commissioning to assess needs and the appropriate service responses.

The Safeguarding Adults Board (SAB) undertook an extensive review of the death of client X, a trans person rough sleeping in the Brighton area. An action plan and recommendations, X |
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| | | | Safeguarding Adult Review, was drawn up in May 2017. These actions will be monitored by the EquIP Trans Sub-Group.

Fulfilling Lives are undertaking case studies with clients that have multiple complex needs and some specific case studies for LGBT clients. The outcomes of their work with these individuals is yet to be analysed as the cases have just been taken on. Feedback from how LGBT clients access homeless services across the city and whether there are any gaps and barriers and what best practice can be developed will follow.

The Project Co-ordinator for Brighton Charity Link Project, is also working to the implement LGBT procedures in the voluntary sector supporting homeless people. |
| | **52. BHCC Housing should ensure trans tenants are provided with information explaining what can be done to address unacceptable behaviour by neighbours.** | **52**. A Trans Housing Guide is being produced and will be ready by Summer 2016. This guide will include how to take action against anti-social behaviour. Lead: BHCC Housing | As above, update **5** | As above, update **5** |

53. BHCC Housing should take into account the specific needs and vulnerability of trans people in the 2015/16 review of housing allocation policy.	**53**. The housing allocation policy is currently under review. This review will include an Equality Impact Assessment that will consider the needs of the trans community. This review will complete Spring 2016. Lead: BHCC Housing	**53**. This is done and the allocation policy is currently being finalised. Trans people were specifically encouraged to take part in the consultation. Where applicable transphobia is included as a form of harassment. An EIA was completed on the Allocations Policy, including assessment of impact on trans people.	b. As per 2016 update.
54. The BHCC Homemove service should update their equal opportunities policy and monitoring data to include gender identity.	**54**. This work will be done as part of the implementation of the new housing allocations policy and will complete Sumer 2016. Lead: BHCC Housing	**54**. In the process of a retendering exercise. Honorifics have been changed and there are now improved processes and guidance for people transitioning. Any tender for the new ICT system will include an option to declare gender identity, but only relevant material will be used to assess eligibility. All information will be used for monitoring analysis and informing service improvement	The council is currently in the process of implementing a new IT platform that will be in place in June 2018 as part of the implementation the issues that have been highlighted with regards to the trans community will be imbedded into the new IT platform.

	55. BHCC to promote trans inclusive practice by landlords and letting agents.	**55**. A Trans Housing Guide is being produced and will be ready by Summer 2016. This guide will include information on trans inclusive practices. Lead: BHCC Housing	As above, update **5**.	As above, update **5**.
BHCC – Sports Develop-ment	**57. BHCC Sports Development to consider how the profile of trans people in sport and physical activity can be increased.**	**57**. A case study highlighting the Brighton and Hove trans-swimming sessions has recently been submitted to the national Sport and Recreational Alliance. The Sports Development team have produced and circulated a new Sport and Physical Activity brochure which provides information on how to get active, promotes the weekly accessible, trans friendly, activity programmes and signposts to other health services such as the free NHS Health Checks. Within the councils new activity finder organisations are able to tag their opportunities as trans friendly. Meetings have taken place with LGBT Health Inclusion Project (HIP) to increase promotion of the trans swimming session and a new LGBT friendly Zumba session has been supported.	**57, 58 and 59** Active for Life Team, BHCC • 22nd July – short presentation at the Trans inclusion in public services Conference - Audrey Emerton Building, Brighton. • 23rd July – Attended Trans Pride. • Promotion of the Trans Swimming session. **Trans Can Sport Partnership** Sessions are trans specific, with friends, families and allies welcome. The project began in September 2016. **Other Active For Life Team, as part of the Healthy Lifestyles Team, support::** • Work with Trans Can Sport to identify potential funding. • The trans logo on the front of the Get Active Programme. • Ensure links with local clubs and organisations, and help identify other suitable	**57, 58 and 59** Active for Life Team, BHCC • Trans Swimming will go to weekly sessions at St. Luke's from January 4th 2018, as agreed with Freedom Leisure. This is a positive step forward. • A member of the team has written a book about diverse families, including one called 'My Daughter's a Boy'. Children's Services asked the author to read the book for interested staff from that directorate and others. • Active For Life worker will be working on a funding bid with Trans Can Sport. • As part of the LGBT Workers Forum, we promoted Transgender Day of Remembrance 2017. • Team, as part of the Healthy Lifestyles team provided an information stand and engagement opportunity at

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		Further meetings in November 2015 with Pride and LGBT HIP to explore opportunities within TAKEPART.	coaches and instructors to deliver on the project. • We will support the Trans Can Sport project through social media links	the Trans and Non-Binary conference in July. • Healthy Lifestyles Team activities including TAKEPART presentation to LGBT Forum • TAKEPART 2017, the 2 week sport and physical activity festival and on going weekly activities promoted to the Trans community, • The Trans logo features on the front of the Active for Life Programme, with a Trans Can Sport page. Distribution reaches 15,000 twice year. •
	58. BHCC Sports Development should liaise with trans community and voluntary sector to discuss how trans inclusivity could be promoted to private gyms/sports providers.	**58**. A factsheet on trans experience of community sport / activity and recommendations to be developed. Through the TAKEPART festival registration process identify local providers wishing to develop trans friendly opportunities	As above: **57**	As above: **57** Plus: • Promoted the Trans Alliance awareness training to organisations.
	59. BHCC Sports Development should monitor the uptake and accessibility of the trans swimming sessions	**59**. The trans/queer swimming sessions continue at St Luke's Swimming Pool. Discussing incorporating Swim Fit and opening the sessions to young trans/queer people. Evaluating proposals from two developers	As above: **57**	As above: **57** **Plus:** • Further development of trans work with an officer working closely with Trans Can Sport and Freedom Leisure to support the provision of trans

		for the King Alfred Leisure Centre. Both meet the council's specification to provide a separate 'screenable' pool and unisex accessible changing facilities.		safe sports session across the city and further development of the trans swimming sessions. Participants now numbering 10-12 fortnightly with many reporting confidence gained which enable swimming in open public sessions. There are plans to develop a weekly session following further promotion and publicity.
BHCC – 'Cultural Services'	**9. VisitBrighton could consider how it recognises and promotes Brighton & Hove as a trans inclusive destination, including practical information for trans visitors.**	**9.** VisitBrighton already highlight B&H as trans inclusive destination online and promote events such as Trans Pride. Further plans: • Specific 'trans' page within the LGBT section of the new visitbrighton.com website • Aim to host a trans press visit; • Will work with trans community and appropriate groups and ensure appropriate language is used and shared. • Increase information on support available and other relevant services	**9**: Awaiting information	**9. No update available.**
	60. Museums and libraries to continue to support inclusion of	**60**. Awaiting information	**60. Libraries** • *Into the Outside, the story so*	**60. Museums** Jul17-Jun18: The Museum of Transology comprises a

	trans people in permanent and other exhibitions and events.		*far*, a multi-partner heritage-learning project with local young people, re-examining the city's rich LGBTQ+ past.. • Pride Launch 22nd July, followed by a two week exhibition at Jubilee Library • An exhibition in the foyer at Jubilee Library for LGBT History Month in February • Llibraries were a partner in Brighton Photo Biennial 2016 - theme *Beyond the Bias-Reshaping Image*. • Polari LGBT Literary Salon came to Hove Library on its national tour. **60**. **Museums**: The Royal Pavilion & Museums service worked in partnership with Allsorts to create a new permanent LGBTQ display in the Images of Brighton gallery at Brighton Museum. The films they made are available online.	collection of artefacts and photographic portraiture began with donations from Brighton's vibrant trans community. It is now the largest collection representing trans people in the UK – if not the world. This display challenges the idea that gender is fixed, binary and biologically determined by exploring how the objects reflect the participants' self-determined gender journeys. This launches Be Bold, a series of collaborative exhibitions and events, programmed with Brighton & Hove's LGBTQ communities.
BHCC – Communities, Equality & Third Sector team	**13. BHCC Communities, Equality and Third Sector (CETS) Team to review the role of mediation in relation to trans people and their families.**	**13**. The CETS team does not fund the Mediation Service, but has highlighted this recommendation to them. The service has acknowledged the need for a more inclusive approach and are planning to run trans awareness training for	**13**. Trans training was commissioned by Mediation services and delivered by Trans Alliance and mediation services have developed a plan for going forward.	13. See update from 2016 in relation to training for mediation Service.

		their staff and volunteers. The CETS team will explore this further.		
	61. The B&H Economic Partnership and the B&H Business Forum, with the support of B&H Connected and the Communities, Equality and Third Sector Team to consider how local businesses can be supported to be trans inclusive .	**61**: This works links to the Trans Kite Mark (see update **33**)	**61**: This works links to the Trans Kite Mark (see update **33**) As this scheme develops relevant teams will advertise it and encourage its use.	**61**: This works links to the Trans Kite Mark (see update **33**) As this scheme develops relevant teams will advertise it and encourage its use.
Universities / Higher Education	**17. Higher education establishments should consider how further progress can be made to tackle transphobia and promote trans equality including:** • **ensuring clear guidance is made available regarding transphobic bullying.** • **ensuring information about local groups and services for trans students is accessible to trans students (also via Students' Unions).**	**17.** [University of Brighton info] The University's *Harassment and Bullying Policy* and *Student Bullying and Harassment Procedure* include guidance about how to report transphobic bullying and where to access support. The UoB is also currently developing guidance for staff on how to effectively support trans students. Information about local groups and services for trans people is provided at UoB Student Centres, Counselling Service, Student Advice Service, and the	**17.** University of Brighton: The University's *Harassment and Bullying Policy* and *Student Bullying and Harassment Procedure* has recently been updated to include more information about transphobic bullying. Student Services are developing guidance for staff on how to effectively support trans students To be launched Feb/Mar 2017. All Student Services staff (including counsellors) have now received Trans Awareness training from Allsorts Youth	**University of Brighton** The launch of guidance for university staff on how to effectively support trans students (including how to prevent and respond to transphobic bullying) has unfortunately been delayed until 2018. A draft of the guidance has now been completed and is due to be finalised and launched in the Spring of 2018. Information about local groups and services for trans people (including Allsorts Youth Project/Transformers, Mind Out, Navigate, Clare Project) continues to be provided at UoB

• **ensuring counselling services are trans inclusive/appropriate.** • **considering the role of peer mentoring for trans students.** • **considering how trans people are represented in the curriculum.**	Student Support and Guidance Tutor Scheme based in academic schools and LGBrighTon (Students' Union LGBT+ Student Society). All UoB Counsellors (plus other support staff such as the Student Support and Guidance Tutors) have received Trans Awareness training from Allsorts Youth Project. The Careers Service runs a professional-to-student mentoring scheme specifically for LGBT students. The UoB Centre for Learning and Teaching (CLT) provide academic staff with up-to-date guidance on inclusive teaching, learning and assessment practices through their Continuing Professional Education (CPD) programme. [University of Sussex info] • Guidance on harassment/bullying procedures is available online for students. • The University Counselling service for students currently has a trans counsellor	Project. The Careers Service continues to run their professional-to-student mentoring scheme. **17**. University of Sussex: • The Deputy Director of HR is developing Trans staff guidance. • The Students' Union & Sussex LGBTQ is considering peer mentoring for trans students. • The new role of Deputy Pro-Vice Chancellor for Equality and Diversity. will look at inclusive teaching, learning and assessment practices • Student Life Centre Advisors have been trained to support students through transition. • The Student Life Centre has produced a training package to help staff support trans students. • Some Student Services staff have attended Grass Roots Trans suicide training. • Trans guidance leaflets from Allsorts and Terrence Higgins are available in Student Services offices. • The Careers Service would be happy to approach any	Student Centres, Counselling Service, Student Advice Service, and the Student Support and Guidance Tutor Scheme based in academic schools. The Students' Union's LGBT+ Student Society also provides this information. Allsorts Youth Project delivered Trans awareness training to the university's Student Residential Advisors. The SRAs are based in Halls of Residence and act as a first point of contact for students living in Halls; they also organise various social activities for students in Halls. The Careers Service continues to run their professional-to-student mentoring scheme specifically for lesbian, gay, bisexual, and trans (LGBT) students, in partnership with American Express. The scheme aims to pair current LGBT students who wish to gain employability skills and confidence, with professionals and managers from the AMEX's LGBT Pride Network who wish to share their experience. In 2016-17, 19 pairs completed the programme, and 8 students

| | | • Students' Union & Sussex LGBTQ to consider peer mentoring for trans students
• Equality Committee will consider recommendation about presentation of trans people in the curriculum.
• | trans-friendly local employers on behalf of trans students to arrange mentoring. They are aware of the Stonewall workplace equality index. | from the University of Sussex also participated.

The School of Education has received funding from the university to work with Allsorts Youth Project to develop, revise and improve policy, procedures and practice to support trans students in their School, ensuring all guidance for School staff and partner agencies (i.e. staff at local secondary schools, primary schools, youth projects etc.) reflects current good practice. They will be utilising Allsorts expertise as a local LGBTU support group to survey students and staff and analyse the findings. The project will include reviewing how trans people are represented in their course curriculum. |
| | **18. Student health and related services to ensure information related to trans health issues is made available online and at relevant sites including university GP practices.** | **18**. [University of Brighton info] A range of information related to trans health issues is made available at University GP practices - for example, sexual health information leaflets specifically aimed at trans people.

[University of Sussex info] Will update Wellbeing website and pass request to Health Centre. | **18**. University of Brighton: Various information related to trans health issues continues to be made available at University GP practices -.

18. University of Sussex:
• The NHS Health Centre on campus has ordered trans leaflets and posters for their waiting room.
• The LGBTQ society has a | **18. See updates from 2016.** |

		weekly welfare drop-in in the Student Life Centre	
Third Sector	**3. Brighton & Hove City Council (BHCC) and the Brighton & Hove Clinical Commissioning Group (CCG) and community & voluntary sector (CVS) should consider how the capacity and skills of trans community groups can be increased.**	**3**. LGBT HIP sub-contracted by Community Works to deliver infrastructure support / capacity building to LGBT groups and organisations in the city.

LGBT Groups Network helps smaller not-for profit groups get to know and support each other, share opportunities and resources, and to access specialist advice, information and support.

MindOut is working in partnership with The Clare Project to develop their governance, policies, procedures and office systems, as well as supporting development of Trans peer support groups and providing operational advice. | **3.** LGBT HIP has delivered Train the Trainer and worked with Community Works (CW) to offer Volunteer Management training attended by several trans groups.

LGBT HIP and CW brokered bespoke development support to Trans Alliance.

MindOut's work with The Clare Project is ongoing and positive.

Community Works updates:
• Current support to Clare Project being developed
• Delivered Governance workshop to LGBT groups
• Support engagement of Trans group representatives
• Training to membership on Trans and LGBT Awareness
• Equalities Symposium, with an workshop on Trans and Gender Complexity
• Trans rep on EquIP | **3**. LGBT Switchboard working in partnership with The Clare Project on trans and non-binary engagement – ensuring that there is a link between the two organisations and the work that they are doing around engagement.

3. This mentoring work for the Clare Project is paid for via a wider contract for peer support groups provided by the Clare Project and commissioned by public health. These groups aim to promote emotional wellbeing in trans adults. |
| | **7. LGBT organisations should demonstrate how they are promoting trans inclusion (eg. in** | **7**.   LGBT organisations to collect data on Trans use of services where possible. | **7.** LGBT HIP has:
• supported volunteers to lead Switchboard's trans awareness training. | **7.** LGBT Switchboard has continues to offer trans awareness training to organisations requesting it. |

		• delivered Trans Awareness training to a range of volunteers and for Pavilions • Two trans specific reports: Other activities: • LGBT Switchboard has enabled volunteers/ service users to share pronouns on application forms MindOut: • collects data, published in Annual Report. • Trans Awareness training for B&H Advocacy Partnership. • ran non-binary peer support group and appointed a Trans Advocacy worker. • appointed four trans members of staff, and has trans representation on the Trustee Board. • published a leaflet on all trans work and piloted a trans specific online session	LGBT HIP is working on an engagement piece of work looking at how gender identity is monitored within health settings. Through the Inclusion Award LGBT Switchboard has worked with GP settings in viewing forms and putting in place patient friendly systems around gender identity and trans status.
annual reports).	Variety of plans including increasing volunteering opportunities, social media use, sharing knowledge on making trans inclusive spaces, workshops and equality sessions.		
	8. LGBT and trans services to take the needs of people with Autism into account (in line with national and local strategies) and services for people with Autism to ensure they are trans aware.	**8.** LGBT groups to improve and strengthen links with service for people with Autism. Opportunities to raise awareness through training-exchange and linking in to national campaigns to be explored as ongoing item in LGBT partners meeting.	**8**. Trans Alliance delivered trans awareness training to Assert and in return, Assert delivered autism-awareness training to the Trans Alliance.	**8.** As per update in 2016

	30. NHS and CVS mental health services should ensure that they are trans inclusive.	**30**. LGBT HIP's ongoing engagement work around trans inclusion includes recent consultations on trans people's experience of drugs and alcohol services and trans people's experiences of Hospital Care.	**30**. LGBT HIP supported the development and launch of the GP Guide for Supporting Trans Patients. LGBT HIP provided Trans Awareness Training at the CCG Protected Learning Scheme to 40 non-clinical workers. LGBT HIP provided trans-inclusion consultation to NHS Cancer Prevention Team to update Trans Cancer resource	**30**. No further update available.
	44. Sussex Police, BHCC (Community Safety), and LGBT Community Safety Forum to encourage increased reporting of transphobic incidents and crime, including raising awareness of the benefits of reporting and exploring innovative online methods.	**44**. Development and implementation of the Self Evident reporting app with Sussex PCC along with targeted training on its use and usability for trans groups and networks.	**44**. LGBT Switchboard helpline volunteers have had Hate Crime Reporting training and this is a way for people to report transphobic hate crime. New training dates for Hate Crime reporting in early 2017 (potentially with LGBT Liaison Officer TBC)	**44**. LGBT Switchboard Helpline volunteers annually have Hate Crime Reporting training and are equipped to support individuals reporting transphobic hate crime.
Trans organisati ons	**5. BHCC, the CCG and trans community & voluntary sector groups should:** • **identify how a**	**5**. Awaiting information	**5**. Claire Project website has section Know your Rights-developed by LGBT Liaison Officer. This includes information on the Equality Act,	Trans organisations: work is ongoing with groups to support their capacity and help with sustainability at present. As outlined in others areas of this

		Hate Crime reporting and Deed of Name Change. LGBT Liaison Officer has produced leaflets on rights for police and for the Clare project. These were distributed at Trans Pride 2015 and 2016: What can I do about transphobia?	table, work is continuing but no more specific details could be provided.
central information resource for trans people and support organisations can be provided • **consider holding an event for trans people and community groups to provide information and advice on services and their legal rights.**			
8. LGBT and trans services to take the needs of people with Autism into account (in line with national and local strategies) and services for people with Autism to ensure they are trans aware.	**8.** LGBT groups to improve and strengthen links with service for people with Autism. Opportunities to raise awareness through training-exchange and linking in to national campaigns to be explored as ongoing item in LGBT partners meeting.	**8.** Trans Alliance delivered trans awareness training to Assert and in return, Assert delivered autism-awareness training to the Trans Alliance.	See update in 5 above, in this section.
11. Trans community groups to provide briefing sessions as part of inductions of elected members and other city leaders.	**11**. Awaiting information		See update in 5 above, in this section.
22. Trans community groups to engage with Job Centre Plus and	**22**. Awaiting information		See update in 5 above, in this section.

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	DWP to ensure awareness and understanding of rights, especially with regard to access and sustaining employment.			
NHS England	**28: NHS England should produce a resource for trans people and clinicians describing eligibility for health screening services.**	**28**: Awaiting information	**28 and 35**. NHSE Updates: **Charing Cross Clinic** The Board has decided that the service doesn't sit well in a mental health group and have given notice on the contract. Discussions and consultation have taken place. NHSE will attend the Health & Well-Being Board to update on their progress against the TNA recommendations.	**All NHS England Updates**. West London Mental Health NHS Trust confirmed in December 2016 (after the last report to committee) that the Gender Identity Clinic (GIC) would be provided by the Tavistock and Portman NHS Foundation Trust during 2017/18. Their website says: 'Existing GIC patients will continue to receive their care uninterrupted, with the same staff, in the same location. The GIC is a multi-disciplinary administrative and clinical team, including psychologists, psychiatrists, endocrinologists and speech and language therapists. The team works together in order to provide holistic gender care, focusing on the biological/medical, psychological and social aspects of gender.'
	29. NHS England should issue best practice guidance for GPs, including regarding the collection and storage of personal information related to trans people.	**29**: Awaiting information	**29**: Awaiting information	
	35. NHS England should improve the quality and configuration of Specialist Gender		As above, no. **28**	

	Identity Services (SGIS) for the Brighton & Hove population: • **Progress should be reported to the Health and Wellbeing Board.** • **Waiting times and achievement against national standards should be reported publically.** • **Services should be required to run service user groups.** • **Services should take into account the needs of people with non-binary gender identities and from BME groups.**			**Update on the national review of specialised services for trans and non-binary people:** The consultation on new service specifications for adult services, took place over the summer and lasted 14 weeks. There were face-to-face events and a number of focus groups, as well as three webinars. NHSE also attended Trans Pride in Brighton. There was a high response rate – more than 800 people responded via the online survey and through written responses. All responses are now being analysed by an independent third party organisation. The final report will be available in the New Year. NHSE will also seek advice from relevant Clinical Reference Groups and external groups and organisations in forming the final versions of the service specifications. Once clearer on the future shape of the service specifications, there will be a further update, including the plans for a process of national
	36. NHS England and the CCG should continue to consider what local action can improve the service pathway, including exploring the development of local specialised gender identity services as well as counselling services following referral.	**36**. A recommendation was referred by the council's Neighbourhoods, Communities and Equality Committee to the Health & Well-Being Board • That the Committee's concerns and frustrations in respect of waiting lists and access to health pathways especially in relation to specialist services be conveyed to the Health and Wellbeing Board requesting		

		that that they seek to bring leverage to bear to facilitate innovative solutions by NHS England. It was agreed that NHS England will bring an item to the HWB in 2016. Brighton & Hove CCG has been invited to be the local commissioning representative on the national group redesigning the pathway.		procurement to identify which organisations are best placed to deliver specialised gender identity services in the future. There are also priority areas set for 2018 including a plan to develop meaningful indicators of quality for surgical and non-surgical services.
Clinical Commissi oning Group	**3. Brighton & Hove City Council (BHCC) and the Brighton & Hove Clinical Commissioning Group (CCG) and community & voluntary sector (CVS) should consider how the capacity and skills of trans community groups can be increased.**	**3.** This work on ongoing through continued support for the Third Sector Prospectus and Commission, currently running and due to be renewed in the coming year.	**3**. The Third Sector prospectus includes a specific requirement on engaging with, and supporting capacity building for, trans communities. This work will start in April 2017 (dependent on receiving satisfactory proposals)	**3**. 3. The Third Sector prospectus (joint CCG and BHCC funding) includes a specific requirement on engaging with, and supporting capacity building for, trans communities. LGBT Switchboard is working in partnership with The Clare Project on trans and non-binary engagement – ensuring that there is a link between the two organisations and the work that they are doing around engagement.
	4. BHCC and the CCG should recognise and support trans organisations, as well as LGBT organisations, in engagement and	**4.** The CCG commission the LGBT Health and Inclusion project for engagement with the LGB and T communities. Currently they are consulting on experiences of trans people in	**4**. As above	**4**. As 3 above.

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	service provision.	hospital settings. It is currently being considered as to whether there needs to be a separate trans engagement mechanism when this work is recommissioned (for April 2017)		
	5. BHCC, the CCG and trans community & voluntary sector groups should: • **identify how a central information resource can be provided** • **consider holding an event**	**5**. The CCG will be speaking to Switchboard about what kind of information is needed and where it is best held. This could potentially be included on the My Life portal Event: to be confirmed. Work will need to be done to ensure all parts of this hub and event are effectively linked.	**5**. To be confirmed	5. Conversation to take place with LGBT Switchboard in early 2018.
	30. NHS and CVS mental health services should ensure that they are trans inclusive.	**30**. The CCG agrees that this should be the case, and commissions all of our services to be inclusive of all communities. Should there be specific feedback from the Trans community relating to MH services, the CCG would be more than happy to discuss further	**30**. As per update Dec 2015. Commissioners have embedded responding to trans issues within the procurement for the new Wellbeing service.	**30**. The CCG gathers feedback from the Trans community via its equalities engagement mechanisms, and we ensure feedback is passed to commissioners to contribute to service change. EIAs are conducted for each service redesign of reprocurement, which will draw on existing feedback from the Trans community and indicate where further engagement is needed.
	31. The CCG should	**31**. There have been significant	**31**. As per update Dec 2015	31. The CCG will continue to

review: • **access to mental health support in crisis and/or out of hours** • **access to counselling and CVS mental health service provision.**	developments in mental health crisis services over the past few years and the Crisis Care Concordat has created an additional momentum to this. The CCG commissions MindOut to support LGBT people. The CCG will be re-procuring the primary care mental health service next year and will also be reviewing all of psychosocial, advocacy and day services contracts held with the third sector, including engaging with trans people.		part fund the Trans advocate in 2018/19. The CCG will be reprocuring psychosocial, advocacy and day services contracts; this process will include a review of existing feedback and further engagement to inform the recommission.
32. School nursing, GPs and the A&E Dept. at BSUH should consider implementing the national toolkit for nurses on preventing suicide in young trans people.	**32**. The CCG are communicating with the Liaison Psychiatry team at BSUH to discuss use of the toolkit. Promotion to primary care is being considered. Discussion required for school nurses.	**32**. As per update Dec 2015	32. No update available
33. All General Practices should receive trans awareness training and the CCG should work with the Local Pharmaceutical Committee to improve	**33**. Trans awareness training is being provided for clinical staff in GP practices in Spring 2016. Generic LGBT awareness being provided at PLS event in April 2016. A guide for GPs on supporting	**33**. An LGBTQ kitemark is being developed, to be piloted in a number of GP practices; the "gold" level will include training – including trans awareness – for practice staff	**33**. LGBT Switchboard has worked in partnership with Trans Alliance and developed the Inclusion Award and through the CCG funded pilot supported four GP practices achieve the award.

trans awareness in community pharmacy staff.	people accessing gender identity services is now on the CCG website. The Local Pharmacy Committee will promote trans awareness training to community pharmacists and their teams, if organised.		
34. The CCG and social care commissioners should consider how advocacy to support trans people to access health and social care services can be provided.	**34**. The CCG is currently in negotiation with BHCC about jointly funding trans advocacy, based on a proposal by Mind Out	**34**. Trans advocacy is now operational. CCG funding confirmed for 2017/18. See update 34.	**34**. Trans advocacy is now operational. CCG funding confirmed for 2018/19. See update **34**.
36. NHS England and the CCG should continue to consider what local action can improve the service pathway, including exploring the development of local specialised gender identity services as well as counselling services following referral.	**36**. The CCG is in discussion with specialised commissioning (NHSE) and is part of the group to review the pathway.	**36**. See update for 28 above re NHSE	**36**. See update for 28 above re NHSE
37. Brighton & Sussex University Hospital and CCG to explore the role of the local transgender	**37**. The CCG will be discussing the local endocrinology clinic with NHS England but are not able to formally commission it at	**37**. See update for 28 above re NHSE	**37**. See update for 28 above re NHSE

	endocrinology clinic, including confirming GP referral criteria.	this point as it still sits with specialised commissioning.		
	38. CCG to facilitate providing training and guidance for GPs in relation to hormone therapy and other clinical issues.	**38**. There is a training event planned for primary care in Spring 2016 at the Nuffield hospital to be delivered by trans clinicians including surgeons and endocrinologists	**38**. The GP training session at the Nuffield was very successful with good attendance by GPS and practice nurses with talks from endocrinologist and psychiatrist from Charing Cross and local surgeons.	38. See update for 2016.
General Practitione rs (GPs)	**32. School nursing, GPs and the A&E Dept. at BSUH should consider implementing the national toolkit for nurses on preventing suicide in young trans people.**	**32**. The CCG are communicating with the Liaison Psychiatry team at BSUH to discuss use of the toolkit. Promotion to primary care is being considered. Discussion required for school nurses.		**32**. No further update available,
	33. All General Practices should receive trans awareness training and the CCG should work with the Local Pharmaceutical Committee to improve trans awareness in community pharmacy staff.	**33**. Trans awareness training is being provided for clinical staff in GP practices in Spring 2016. Generic LGBT awareness being provided at PLS event in April 2016. Local Pharmacy Committee will promote trans awareness training to community pharmacists and their teams, if organised.	**33**. Trans advocacy is now operational. CCG funding confirmed for 2017/18	**33**. LGBT Switchboard has worked in partnership with Trans Alliance and developed the Inclusion Award and through the CCG funded pilot supported four GP practices achieve the award.
Brighton &	**27. Clinic T should**	**27**. Clinic T has been promoted		**27**. As 2015 update.

Sussex University Hospitals Trust	review how the sexual health service is promoted to the trans community and data from the service (and other sexual health services) should be used to inform Public Health of the sexual health needs of the trans community.	to the Trans groups in Brighton, an outreach session was held with Allsorts, and had a stall at Trans Pride. THT also promoted the clinic during HIV Testing Week and on some of their publicity. Links to Trans Alliance committee now. Clinic-T is also mentioned in the recently published CCG guidance. Plans for more training days with GPs.		Clinic T providing a wide range of health services for people who identify as trans, non-binary and gender variant (http://brightonsexualhealth.com/service/clinic-t/
	32. School nursing, GPs and the A&E Dept. at BSUH should consider implementing the national toolkit for nurses on preventing suicide in young trans people.	**32**. The Preventing Suicide Among Trans Young People - Toolkit for Nurses' has been discussed with the Paediatric Nurse Consultant at the children's hospital, and will be made available to all staff in the Children's Emergency Department, and forwarded to the Paediatric Mental Health Team.		**32**. This toolkit has been widely circulated and widely used in BSUH since 2015. The Fair Care for Trans Patients from the Royal College of Nurses was sent to all staff in 2016.
	37. Brighton & Sussex University Hospital and CCG to explore the role of the local transgender endocrinology clinic, including confirming GP referral criteria.	**37**. The CCG will be discussing the local endocrinology clinic with NHS England but are not able to formally commission it at this point as it still sits with specialised commissioning.		**37**. The Trust has been invited to take part in this work and is considering its approach, working with the CCG.
Health watch	**40. Healthwatch Brighton & Hove should monitor progress in**	**40**: A number of work strands are underway: • Feeding into NHS England	**40**: Healthwatch Brighton and Hove have continued to support and promote this work:	**40**. We continue to press East Sussex Healthwatch and the HWLH CCG to respond to the

	improving the SGIS pathway and other health services for local trans residents.	national consultation on gender identity services and also linking NHS England to local patient reps. • Ensuring NHS England aware of Trans Needs Assessment, Scrutiny etc. • The council allocated £5k to HW last year to be used to fund trans advocacy work in partnership with Mind Out. • Meeting with the Trans Alliance with regard to supporting their project in pharmacies. • Meeting with two trans people regarding their concerns about health services and referring these onto ICAS • Attended Trans* Pride • 10 people from HW attended a trans awareness session	• HWBH briefed the CEO of the Care Quality Commission about the Trans advocacy work and issues trans people have raised with us. • Similar to the above but with the local CQC inspection team for B&H - all three CQC Directorates - July 2016 • HWBH staff met with a group of local trans people and in related work with LGBT older people Sep16 • The Trans Advocacy project won a national commendation at the Healthwatch Annual Conference and Awards Ceremony 2016 • The Trans Advocacy project and issues raised by local trans people were shared in detail with senior NHS England staff HWBH will aim to include trans people in our new Spokes programme.	Advocacy needs of trans women in Lewes Prison. We are also seeking advice from the Brighton and Hove CCG on endocrinology issues. As part of the STP Mental Health work stream we have raised issues about delays and personal impact issues related to the Trans psychology assessment process. We regularly meet with the lead Councillor for Mental Health and the NHS delivery manager for mental health. In the new year trans issues are on that agenda. Trans people were also well represented in our recent GP on line survey. Details will be available in the New Year.
Sussex Police	**44. Sussex Police, BHCC (Community Safety), and LGBT Community Safety Forum to encourage increased reporting of**	**44**. The Community Safety Casework team have decided that increasing trans people's trust and confidence with regards to the Trans community.	**44**. This is an item for discussion at the Trans External Reference Group (ERG). We will look to include any suggestions for this work within our Sussex Hate Crime Action	44. No update available

	transphobic incidents and crime, including raising awareness of the benefits of reporting and exploring innovative online methods.	We will liaise with trans community representatives and relevant organisations for us to best understand what will work with them to increase trust and confidence. The development and implementation of the Self Evident reporting app with Sussex PCC along with targeted training on its use and usability for trans groups and networks is underway.	Plan.	
	46. Sussex Police, victim services and commissioners to ensure that domestic and sexual violence services are trans inclusive and that specific issues for trans people are understood.	**46.** Specialist domestic and sexual violence services have been commissioned, with the specification including consideration of issues for trans survivors. A skills and training needs survey in relation to domestic and sexual violence is underway to develop a training strategy, including consideration of issues for trans survivors. Specialist services continue to review their practice, for example Survivors' Network (the Rape Crisis Centre for Sussex) recently completed a small scale research project into supporting trans survivors of sexual violence.	**46**. See previous year update.	**46**. See 2015 update.

	47. BHCC domestic violence commissioner to evaluate the GBT* refuge project for trans men and ensure all trans people are housed suitably when fleeing domestic violence.	**47.** This project is ongoing.	**47.** See above, update **46**.	**47.** See above, update **46**.
	49. Sussex Police and BHCC, in partnership with the trans community and criminal justice agencies, to determine how trans awareness can be increased and needs met within the criminal justice system, including custody/bail hostels and the courts, and support relevant organisations to do so.	**49.** The Community Safety team and the case work team have undertaken training provided by FTM Brighton and the recent video Trans training produced by Sussex Police around addressing, respecting and understanding trans people who are in the criminal justice system and in contact with other professional enforcement, mediation and engagement agencies.	**49.** Action completed, see update Dec 2015	**49.** Action completed, see update Dec 2015
Other	**1. The Equality and Inclusion Partnership (EQUIP) and other city partnerships should maintain an overview of action on the basis of the needs assessment.**	**1.** EquIP will receive regular reports from the trans sub-group overseeing the implementation of these recommendations and will support city-wide completion of the actions.	**1.** Ongoing: the group meets regularly with representation from all the groups and organisations with recommendations within the TNA. It is chaired by the Lead Members for Neighbourhoods, Communities and Equality.	**1.** Ongoing: the group meets regularly with representation from all the groups and organisations with recommendations within the TNA. It is chaired by the Lead Members for Neighbourhoods, Communities and Equality.
	6. Brighton Pride	**6.** Awaiting information		6. No update available,

should maintain a focus on promoting trans inclusion.			
23. Employers (both public and private sector) to: • **to promote and ensure access to apprenticeships for trans people.** • **to develop advocacy and mentoring in the workplace, both whilst in employment and to promote access.**	**23**. BHCC: The council proposes to include a positive action statement in its job adverts for apprentices. Similar diversity messaging will also be included on the Apprenticeship section of its jobs site. The council will also publish its Supporting Transgender Staff Policy on its jobs site. Regrettably, the council's dedicated diversity mentoring scheme is currently discontinued due to a lack of resources and available funding.		**23**. BHCC: Positive action statements, including encouraging trans applicants are now included on adverts, based on data collected by directorate.
45. BHCC Transport team to advise on liaising with Brighton Area Buswatch and Brighton & Hove Buses over improving feelings of safety on buses.	**45**. A meeting is planned in January of the Transport team, Brighton & Hove Buses and members of the trans sub-group to discuss this recommendation. The 'Helping Hands Scheme' may be a suitable scheme to be extended to this community.		45. No update available
61. The Brighton & Hove Economic Partnership and the Brighton & Hove	**61.** May be possible to link in with the kite-marking scheme and use this to raise awareness and standards.		**61**. As the kite mark develops the intention is to expand it to cover businesses.

	Business Forum, with the support of Brighton & Hove Connected and the Communities, Equality and Third Sector Team to consider how local businesses can be supported to be trans inclusive and to meet the requirements of the Equality Act.			

Additional work not covered in the recommendations above	
Organisation	**December 2017 update on activity and outcomes**
Trans and Non-Binary Conference 2017	The Annual Brighton Trans & Non-Binary Conference took place in the city on 20th July 2017, forming part of a programme of events for this year's Trans Pride. The event was hosted and led by the University of Brighton at its Grand Parade Campus and followed on from the first conference held last year, growing in both size and popularity with 250 trans, non-binary and cis people, researchers, public sector, community and voluntary sector workers and policy makers from around the UK and further afield coming together to share, listen and learn about the realities of trans and non-binary lives. The event is co-ordinated by a steering group consisting of local trans and non-binary community members, working with partners from the city's public sector organisations. Hosted by EJ Scott, Curator of the Museum of Transology, the conference in 2017 included a range of keynote speakers: Juno Roche (writer and campaigner), Sabah Choudrey, (a queer Muslim social justice campaigner), Meg-John Baker (writer, therapist and activist-academic), and Emile Devereaux (senior lecturer from Sussex University). The conference is a direct outcome of the city's Trans Needs Assessment, completed in 2015 (link to the TNA online). This drew together information on a range of topics, including health and wellbeing, healthcare, community safety and housing, from data, interviews and focus groups. A series of recommendations for all partners across the city were defined from the findings. One of these was a commitment to report annually on progress to increase inclusion for trans people: the conference has emerged from this and developed into something structured and created by trans and non-binary people and people exploring gender identity subjects. The event is also an opportunity for trans and non-binary people to share their experiences and increase understanding of trans and non-binary lives and what we can all do to make them better. Sessions during the 2017 conference covered subjects such as older trans & non-binary spaces; pregnancy and feeding options for trans people; trans inclusive educational settings; trans people in further and higher education; reducing barriers to reporting hate crime; intersectionality between disability and transition; and fat activism for trans people. Throughout the day the Brighton Trans Alliance provided 'Trans 101' awareness sessions and LGBT Switchboard facilitated a quiet space for trans and non-binary people needing to take a time out or receive support. The conference was supported by the University of Sussex, Brighton & Hove City Council, Brighton & Hove Clinical

	Commissioning Group, Brighton & Hove LGBT Switchboard, Sussex Partnership NHS Foundation Trust, Sussex Community NHS Foundation Trust, Brighton & Sussex University Hospitals NHS Trust, Sussex Police and the Sussex Police & Crime Commissioner. Nest year's conference is planned to be over two days and will also include intersex people, after contacts have been established with an intersex national organisation. Once again the University of Brighton will host, with BHCC being an active partner in all aspects of the planning, funding and co-ordination, via the Communities, Equality & Third Sector Team.
BHCC – Brighton Centre	We now have 6 "Toilets for Everyone" (TFE) on site at the Brighton Centre, 4 of which are single stall, 2 double stall backstage (generally not a public area). We're looking to build 1 new single stall in our Restaurant soon. We opened them in September 2017 to positive feedback. One negative comment around them "being for everyone unless you're disabled" led us to change the name of our accessible toilets to "Accessible For Everyone". The TFE also have signage in them that states that the toilet is for anyone to use but if more accessible facilities are required to use the closest accessible toilet (and gives directions to it) or states that we have a changing place on the ground floor. Our conferences, particularly UNISON LGBT, Labour Party and the NUS congress, have given really positive feedback on them – we used to put temporary gender neutral toilets in for their events, by changing over a quiet female multi-stall toilet, which was not ideal at all. Tweets have shown photos of the toilet signs with messages saying "see rest of the world, it's not that hard" and "thank you Brighton Centre #WeExist" Brighton Centre staff have also been speaking with other teams in the council about the TFE's installed (Libraries and Museums) and giving advice / thoughts, and will continue doing so.
Brighton and Sussex University Hospitals NHS Trust	- Trans awareness training provided by Allsorts Youth Project ran throughout 2017 and has been extended to continue throughout 2018,at RACH. - Mx. Prefix available for patients and service users. - Staff can have more than one ID badge to help enable greater staff expression. - Bespoke support provided by Equality, Diversity and Inclusion team, to help facilitate smooth transition in the workplace for both the individual concerned and their teams/colleagues. - Clinic T providing a wide range of health services for people who identify as trans, non-binary and gender variant (http://brightonsexualhealth.com/service/clinic-t/ - Promotion of Trans Day of Remembrance.

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	• More inclusive EDI site (www.equalityhub.org)
	• Continued roll-out of the following
	    ◦ 10 Tips for Improving Services for Trans People
	    ◦ Supporting Trans Staff and Patients
	• Continued use in clinical areas of
	    ◦ RCN, Fair Care for Trans Patients
	    ◦ PHE & RCN, Preventing suicide among lesbian, gay and bisexual young people.
	• Gender neutral toilets available in the Lawson Unit.
	• Continued support for the Brighton Trans and Non-Binary Conference 2017.
	• Guidance for staff re common gender identity issues. Feedback from trans patients has been very positive – many of them have come to Brighton for the city's trans inclusive reputation.

University of Brighton	• The Equality and Diversity Team are currently working with Human Resources to review its policies and procedures for trans staff. Guidance for staff will be developed in 2018. • The university collected data on students' gender identity for the first time during online enrolment in 2016/17. The data was published and analysed in the Student Equalities Report 2016-17: https://staff.brighton.ac.uk/ss/Documents/Student_Equalities_Report_2016-17.pdf • The university has arranged for Allsorts Youth Project to deliver two trans awareness sessions during the Spring term of 2018. These are open to all staff and will run alongside broader LGBT awareness sessions that are also being provided by Allsorts. Further sessions may be arranged following evaluation of these sessions. • The university supports research in areas associated with trans, non-binary and gender identity. For example, Professor Katherine Johnson, Professor of Psychology and Sexualities, and leader of the university's Centre for Transforming Sexuality and Gender has particularly research interests in this area and is currently involved in research on 'ACCESSCare: Advanced Cancer Care Equality Strategy for gendered and Sexual Minorities', and on 'Trans Youth: What matters? Creative-arts based projects with trans youth groups'. https://www.brighton.ac.uk/staff/katherine-johnson.aspx • The Centre for Transforming Sexuality & Gender is co-hosting an event with GIDS, Tavistock & Portman Trust, focused on the role of third-sector support for gender diverse youth. The centre has also funded 2 PhD bursaries for topics including trans sex and relationships, and trans participation in grassroots sport. https://www.brighton.ac.uk/research-and-enterprise/cores/centre-for-transforming-sexuality-and-gender.aspx

NEIGHBOURHOODS, INCLUSION COMMUNITIES & EQUALITIES COMMITTEE	Agenda Item 59
	Brighton & Hove City Council

Subject:		**County Lines**
Date of Meeting:		**Monday the 22nd of January 2018**
Report of:		**Executive Director, Neighbourhoods, Communities and Housing**
Contact Officer:	**Name:**	**Peter Castleton** **Tel: 01273 292607**
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Ward(s) affected:		**All**

FOR GENERAL RELEASE

1.   PURPOSE OF REPORT AND POLICY CONTEXT

1.1   The purpose of this report is to provide an explanation of the threat of county lines and an overview of how it might be impacting in Brighton and Hove.

1.2   The report will also consider the next steps the council will take alongside police and other agencies to reduce the impact of county lines.

2.   RECOMMENDATIONS:

2.1   That the committee notes the adoption of Tackling County Lines as a priority for the Community Safety Partnership and requests that the Community Safety Partnership reports back to Committee on action taken in six months.

2.2   That the committee requests that officers of the council share this report with the Local Children's Safeguarding Board and the Safeguarding Adults Board and bring the Boards' respective responses back to this committee.

3.   CONTEXT/ BACKGROUND INFORMATION

National Context

3.1   County lines is the police term used to describe urban gangs supplying drugs to market and coastal towns across the country using dedicated mobile phone lines. Gangs often use children and vulnerable people to move drugs and money between different locations. Gangs establish a base, typically by taking over the homes of local vulnerable adults (who are often drugs users) by force or coercion in a practice referred to as cuckooing.

3.2   County lines is a major cross cutting issue involving drugs, violence, gangs, safeguarding, criminal child exploitation, modern slavery and missing persons.

3.3   Drugs supplied through county lines are primarily heroin and crack cocaine, cannabis is also supplied by runners as a secondary drug as an independent side-line to generate extra income.

3.4   County lines gangs have a proven ability to adapt their operations quickly to evade detection and enforcement. High levels of violence are reported, including the prevalent use of weapons to intimidate and control members and associated victims.

3.5   The national response involves the police, the National Crime Agency, a wide range of Government departments, local government and the voluntary and community sector.

3.6   County lines activity and the associated violence, drug dealing and exploitation has a major impact on young people, vulnerable adults and local communities.

3.7   One of the key factors found in most cases of county lines exploitation is the presence of some form of exchange (for example carrying drugs in exchange for something). The victim, who is vulnerable, is offered, promised or given something they need or want in return for moving drugs or money. The exchange can include both tangible rewards (such as money or drugs or clothes) or intangible rewards (such as status, protection or perceived friendship or affection).

3.8   There is an unequal power dynamic within which the exchange occurs, the receipt of drugs by a young person or vulnerable adult does not mean they are not a victim. Prevention of something negative, such as a threat to family or friends can also be part of the exchange.

3.9   Islington Council is leading a cross party call for the Government to help protect vulnerable young people at risk of exploitation. The cross party call is from lead members from children's services from 19 London boroughs. They have identified that older gang members groom vulnerable young people to work as drugs mules carrying drugs across the country and selling in cities, towns and rural areas where there is unmet demand, they are then expected to return with the proceeds.

Local Context

3.10   Locally we have seen an increasing number of properties that have been cuckooed (this is where the property of a vulnerable person is taken over by drug dealers). In the majority of these cases there was evidence of cuckooing. In several cases offenders and victims were traced to another address nearby or elsewhere in the city.

3.11   There is no doubt that County lines are operating in the city. The police and the council have closed down over 20 premises in the past two years using Closure Orders under the 2014 Anti-social behaviour Policing and Crime Act.

3.12   There have been incidents of violence associated with these addresses with knives and other weapons reportedly being used.

3.13 The true scale of county lines activity is difficult to determine nationally or locally with accuracy as its nature is fluid and the intelligence surrounding the threat is not always clear.

Local Action

3.14 Sussex Police regularly disrupt drug dealing in the city in a comprehensive operation using specially trained officers from out of force to identify dealers. This was formerly known as Operation Reduction. These operations take time to set up and deploy. The last such operation in the city led to 76 arrests for drug supply offences with 10 offenders still outstanding. 14 county lines were disrupted as part of this operation. Police estimate that one county line uncovered in Sussex was supplying cocaine worth £2 million per annum.

3.15 These police operations need to continue as they are having an impact on drugs supply. However demand in the city means that new drug dealers quickly take the place of those that have been arrested.

3.16 In the city there are robust working practices for dealing with premises that have been cuckooed. This includes gathering intelligence, executing drugs warrants, closing premises quickly using ASB Act powers when necessary to bring relief to neighbours, supporting vulnerable and displaced residents and taking direct action against perpetrators of crime. This work is guided by established Cuckooing and Premises Closure Guidance for officers.

3.17 Officers met with colleagues from Thanet in Kent on the 13th of November to understand how they identified and took action to address county lines. Learning from this will inform activity locally.

3.18 The Leadership Group at the council, comprised of leaders from all parties and executive officers from the council, called for a learning review to be produced in response to a number of addresses being cuckooed in one street in Brighton in 2017. This has been disseminated to officers to help them identify early signs of cuckooing and county lines, what action can be taken and how to support communities. This was presented to the Leadership Board on the 15th of January.

3.19 Following on from the Learning review relevant officers from Housing, Community Safety and the Communities Equality and Third Sector Team will work together to help communities understand the pernicious nature of county and how it can impact on vulnerable people resulting in cuckooing and anti-social behaviour and crime in neighbourhoods.

3.20 At the 12th of December meeting of the Community Safety Partnership officers from across statutory services agreed to adopt tackling county lines as a priority. Officers are developing an action plan with clear measurable activity that will impact on county lines. The progress on this work will be reported to this committee in six months.

3.21 There is significant drugs demand in the city. At an initial meeting on the 20th of December key stakeholders including Public Health colleagues and police met to scope how drugs demand in the city could be assessed. Drugs demand will be

mapped establishing where the hotspots are but more significantly who the users of drugs are and what drugs they are using. There is a good understanding of the demographic of chaotic users but many users can afford drugs and drugs misuse has little immediate impact on their lives.

3.22   Officers have met with the Metropolitan Police and the Home Office who are keen to help establish the profile and extent of drugs use in the city. County lines operate in the city because there is substantial demand for drugs. This work will be linked to the county lines action plan being established by the Community Safety Partnership.

4.   ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

4.1   County lines evolve and adapt quickly to meet demand. Officers will continue to make links elsewhere in the country with colleagues who are undertaking new work to tackle county lines and will bring that learning to bear locally where appropriate

4.2   It is likely that an initial action plan will need to be able to flex to meet the changing needs to address county lines.

5.   COMMUNITY ENGAGEMENT & CONSULTATION

5.1   Where county lines activity results in cuckooing there will be significant impact on immediate neighbours and the wider neighbourhood can be impacted too. In some cases where this has happened there have been community meetings to reassure communities and to take the opportunity to encourage the reporting of incidents.

5.2   Officers will work with communities to alert them to the threat of county lines and help them to build confidence in reporting issues that may be linked to county lines. This will initially be through a briefing to the Local Action Team Forum and by way of direct briefing to community and neighbourhood groups.

6.   CONCLUSION

6.1   This is a complex issue that is prevalent in metropolitan areas and is becoming increasingly commonplace in towns and cities across the country where there is sufficient drugs demand.

6.2   There is work going on nationally to understand and tackle the issue and local work will be informed by that.

6.3   It is very likely that a flexible responsive approach will be needed and activity locally will need to be able change and adapt quickly to tackle the issue.

6.4   This report shows that locally a proactive approach is underway.

7.   FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

7.1   There are no immediate financial implications in relation to this report, current suggested activity will be managed within existing resources.

Finance Officer Consulted: Mike Bentley   *Date: 5/1/18*

Legal Implications:

7.2   Each local authority is obliged by statute to keep under review matters relating to crime and disorder within its local area. The community safety team in conjunction with legal services have undertaken enforcement work to disrupt the County Lines activity.

7.3   From the body of the report it is clear that those being targeted for cuckooing will often be vulnerable. Consideration will need to be given to whether any of those involved in this process will have qualifying criteria under the Equalities Act. Also being considered routinely is mental health and the impact on any young people in a household. This is and has to be balanced against the impact that the behaviour is having on neighbours and local communities.

Lawyer Consulted: Simon Court   *Date: 29/12/17*

Equalities Implications:

7.4   A number of the gangs involved in county lines locally, but not all, are made up of people from Black and minority ethnic backgrounds and young people. Targeted activity against individuals will need to take account of potential impact on trust and confidence of Black and ethnic minorities and young people locally.

Sustainability Implications:

7.5   There are no immediate sustainability implications.

NEIGHBOURHOODS, INCLUSION, COMMUNITIES & EQUALITIES COMMITTEE	Agenda Item 60
	Brighton & Hove City Council

Subject:		International Migrants in Brighton & Hove: a part of the Joint Strategic Needs Assessment programme		
Date of Meeting:		Neighbourhoods, Inclusion, Communities and Equalities (NICE) Committee 22nd January 2018		
Report of:		Director of Neighbourhoods, Communities and Housing		
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Ward(s) affected:		All		

FOR GENERAL RELEASE

1. PURPOSE OF REPORT AND POLICY CONTEXT

1.1 *International Migrants in Brighton & Hove* provides a comprehensive analysis of the needs and assets of our migrant populations and will be used to inform commissioning, service planning and delivery across the city to improve outcomes and reduce inequalities.

1.2 The definition of migrant used in the document is "any person who lives temporarily or permanently in a country where he or she was not born" (definition from UNESCO). Generally, those whose intention is to stay in the UK for at least twelve months have been included while short term visitors, short term students or tourists have been excluded. The definition includes those who have migrated voluntarily (for work or study, for example) and those who are forced to migrate such as refugees, asylum seekers and those who are trafficked to the UK. The children of migrants have also been included within the scope of the report even if they were born in the UK.

2. RECOMMENDATIONS:

2.1 That the NICE Committee endorses the findings of the research and its recommendations.

2.2 That the NICE Committee considers the implications of the research when undertaking its future work.

2.3 That officers report back to the committee on an annual basis regarding progress on implementing the recommendations

3. CONTEXT/ BACKGROUND INFORMATION

3.1. *International Migrants in Brighton & Hove* has been produced as part of the Joint Strategic Needs Assessment (JSNA) programme. Producing a Joint Strategic Needs Assessment (JSNA) is an equal and joint duty of local authorities and clinical commissioning groups (CCGs). The purpose is to support the improvement of the health and wellbeing of the local community and reduce inequalities by providing an analysis of the needs of the population. In Brighton & Hove the JSNA programme has included a number of in depth reports focusing on different population groups, for example the Trans Needs Assessment in 2015.

3.2. Previous reports produced by the council have looked at the circumstances facing residents from a Black and Minority Ethnic (BME) background. However there had not been a focus on the changing nature of the population, the particular needs of those who have migrated to the city from overseas and the assets they bring. The Health & Wellbeing Board approved inclusion of the topic within the JSNA programme for publication within 2017-18 and the NCE committee was informed of the initiation of this work in October 2016. The Equalities and Inclusion Partnership have had oversight of this work throughout this period and have agreed its recommendations.

How the work was undertaken

3.3. The project was led by the Public Health Intelligence Team and the Community Safety Manager –Refugees and Migrants, and involved four research strands:

- A literature review of local and national research,
- Data analysis of census, other routine national data and local service data,
- Research with professionals/stakeholders voice gathered using an online survey and focus groups and
- Community research. As part of this last strand, the Community University Participation Programme recruited and trained community researchers who were themselves migrants. They held focus groups with their own communities in participants' own languages.

3.4. A steering group has overseen the project. This included representatives from Brighton & Hove City Council, NHS Brighton & Hove Clinical Commissioning Group, local community and voluntary sector groups and the two universities.

3.5. The final project outputs are a full report, an executive summary of key findings and recommendations, and an accessible briefing showing key findings using infographics.

3.6. A launch event will be held at Brighton Museum in February 2018 to thank the participants and start to engage those agencies and departments who will be implementing the recommendations.

Key findings of the report

3.7. The report's key findings are available in the attached appendices. In addition to providing a socio-demographic description of the local migrant population, the report presents information in the following areas:

- community attributes, networks and integration
- access to services

- housing and homelessness
- employment, skills and adult education
- health and wellbeing
- community safety and criminal justice
- children, young people and schools
- personal finances and financial inclusion
- immigration issues and legal advice

3.8. Some broad findings are:

- A more strategic approach is needed to strengthen integration which is a two-way process.

- A history of migration can combine with aspects such as immigration status, a lack of English language skills and discrimination to create particular needs within some of our local BME populations.

- Challenges faced by all local residents (such as the lack of affordable housing) are more acute for many migrant groups. In addition there can be very high needs in particularly vulnerable groups, for example refugees.

- At the same time there are assets and skills within migrant communities that could be better used to meet these needs, for example by training and supporting more volunteer advisors within these communities.

- The implications on our migrant populations of the UK's departure from the EU remain unclear. The city must plan for uncertainty and be prepared to respond, for example, with the provision of good quality advice for EU nationals who are resident in the city. This is in the context of a current shortage of immigration legal advice across Sussex.

- There is some excellent work going on to include migrants in the life of the city. However, it was found that some migrant residents lacked confidence in services, while not all of the city's services had the skills and knowledge to work effectively with migrants and there is scope for improvement

Implementation of the recommendations

3.9. Following the endorsement of the needs assessment by the NICE Committee, the Communities, Equalities and Third Sector Team will:

- Identify which recommendations are already being taken forward through existing plans and resources

- Prioritise the remaining recommendations for implementation

3.10. In line with our findings above, the focus will be on reducing inequalities by bringing the findings of the report into mainstream statutory structures, the work of the local voluntary sector and city-wide partnerships.

3.11. At the same time the ability of migrant communities to help their members to settle successfully in the city needs to be increased.

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

4.1. Not applicable for this report.

5. COMMUNITY ENGAGEMENT & CONSULTATION

5.1. Community engagement and consultation have been prioritised throughout this process and the methods used have been described above. Brighton & Hove Refugee & Migrant Forum will continue to meet quarterly and provides a mechanism for consultation during the implementation of the recommendations.

6. CONCLUSION

6.1. The report summarises the methods, findings and recommendations of International Migrants in Brighton & Hove and describes the next steps

7. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

7.1 There are no direct financial implications arising from this report. Many recommendations can be progressed by effective joint working and service redesign within current budgets. Any work undertaken by the council as a result of the recommendations will need to be met from current budget resources or from central government funds designated for offsetting the implication of migration to local areas(such as the Controlling Migration Fund). Other opportunities for external funding could be sought in some cases. Other implications will need to be considered within the usual business planning processes of lead organisations.

Finance Officer Consulted: Mike Bentley   Date: 5/1/18

Legal Implications:

7.2   The report is requesting noting and endorsement of its findings. As a consequence there are no legal implications which need to be addressed.

Lawyer Consulted: Simon Court   Date: 03/1/18

Equalities Implications:

7.3 It is hoped that the document will provide information to assist others in carrying out EIAs on new policies and services.

Sustainability Implications:

7.4 The report recommends a culture of sustainability, community and a sense of place which builds on local cultural heritage. It also encourages active, sociable, meaningful lives to promote good health and well-being.

Public Health Implications:

7.3 Implementation of the recommendations will lead to the reduction of public health inequalities, for example by asking public services to consider ways in which vulnerable migrant groups can more easily access them. They also recommend ways in which fair employment can be obtained for migrants, using their skills and qualifications.

SUPPORTING DOCUMENTATION

Appendices:

1.   International Migrants in Brighton & Hove, Jan 2018

2.   International Migrants in Brighton & Hove – Summary

International Migrants in Brighton & Hove

January 2018

Part of the Joint Strategic Needs Assessment programme

Summary

**Brighton & Hove
City Council**

The full report can be found at:

http://www.bhconnected.org.uk/content/needs-assessments

Contact: publichealth@brighton-hove.gov.uk

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International Migrants in Brighton & Hove
Summary

CONTENTS

1. Introduction

1.1 About the report

The report, *International Migrants in Brighton & Hove,* is part of the needs assessment programme being carried out in Brighton & Hove to provide an evidence base for use by service providers and anyone else who is seeking to improve the lives of different communities who live here. The aims are to:

- provide an overview of the needs of international migrants in the city and the assets they bring

- provide information and recommendations for commissioners, service providers and decision makers to use to improve the lives and outcomes of international migrants in the city.

This is a summary of the full 150 page report. Following this introduction, it provides the key findings and recommendations taken from the full report.

Section 2 of this summary document mentions the main reasons that people leave their country of origin and come to live in Brighton & Hove and provides an overview of migrant communities in the city, and Section 3 provides socio-demographic information about these communities. Section 4 then looks at community attributes, networks and issues around integration.

The remaining sections look more specifically the lives and experiences of migrants in the city under different topics. Section 5 looks at issues which present barriers to service access for migrants, while Sections 6 to 12 examine seven individual topics including: housing/and homelessness; employment, skills and adult education; health and wellbeing; community safety, children, young people and schools; financial inclusion; and immigration issues/legal advice.

1.2 Definition and scope

For the purpose of this needs assessment, the UNESCO description of a migrant has been used as a starting point to define what is meant by a migrant. The UNESCO definition is:

> *"any person who lives temporarily or permanently in a country where he or she was not born".*

Generally, those whose intention is to stay in the UK for at least twelve months have been included while short term visitors, short term students or tourists have been excluded. No end point has been set to specify when someone ceases to be a migrant, as some people will settle quickly into a new life in the UK while others may have needs arising from their migrant history and status for many years.

Among those included within our scope are:

- refugees and asylum seekers;

- those who have migrated voluntarily or who have been forced to do so; and

- those who are undocumented.

The children of migrants have also been included, even if they were born in the UK.

The range of topics examined is broad and covers the kind of situations and needs encountered by migrants as part of their daily lives as residents of the city. Our approach has been flexible and pragmatic and, while recognising that the migrant

population in the city is extremely diverse, our main focus has been on where vulnerability and need are greatest.

1.3　How the information will be used

The findings and recommendations in this report will be developed into a multi-agency action plan. Relevant partners and services will be assigned to deliver the work which will actually make a difference and the Equalities and Inclusion Partnership will oversee progress.

The full report is publically available on the [Brighton & Hove Connected website](). It is hoped that it will be a resource for statutory, voluntary and community organisations to help them understand the needs and assets of migrants, and will provide migrant community organisations with useful information about migrants in the city and point to ways in which they can work with service providers.

It is acknowledged that financial resources to develop new work programmes are limited, so acting on the recommendations will also require exploring how services can respond better, or can engage new partners, including within migrant communities themselves. This research will provide a good evidence base for all partners to bid for external resources.

1.4　Methodology

The subject of international migrants for a needs assessment was proposed at the City Needs Assessment Steering Group and agreed by the Health and Wellbeing Board in 2015.

The project was delivered by members of the Brighton & Hove City Council's Public Health Intelligence Team and Community Safety Team.

A steering group oversaw the production of the needs assessment. This comprised statutory, academic, voluntary, and community sector representatives, including experts on migration and also a number of members who had experience of being a migrant in the local area or of delivering services to vulnerable migrants in area. The project was delivered over an 18 month period, concluding in the autumn 2017.

There were four main components to the research:

- **Literature review:** Local and national literature.
- **Data analysis:** National and local data sources were used. There are some limitations to the data, particularly where undocumented and other populations of transient and marginalised migrants are concerned, as they will not always be represented:
- **Professional/stakeholder research:** This included an online survey, focus group discussions and interviews.
- **Community research:** The purpose of the community research was to hear the voice of migrant individuals and communities living in Brighton and Hove and allow them to express their needs and assets. Working with the University of Brighton, the community research involved recruiting and training 22 international migrants from Brighton & Hove from 14 different countries as community researchers. 26 focus groups were undertaken in which 198 participants from different communities took part.

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2.   Local migrant communities

Key findings

Reasons for migrating

- People come to the city for many different reasons. These include:
    - to work (economic migrants)
    - to study (academic migrants)
    - to join family members or for other personal reasons
    - as asylum seekers or refugees
- Some may be 'undocumented' migrants and there are known to be some victims of trafficking

Snapshot of the local migrant community

- Between the 2001 and 2011 censuses, the number of international migrants (those born outside the UK) grew from 25,200 to 42,900.
- In 2011, Brighton & Hove had a higher proportion of residents who were born outside the UK (16%) than the South East (12%) or England (14%).
- Brighton & Hove has proportionately more 'pre-accession' EU migrants and fewer EU migrants from accession countries than the South East and England.
- Latest estimates suggest that there are more international migrants than at the time of the 2011 census. In 2016, 50,000 city residents (18%) were born outside the UK. Of these, 42% were born in EU countries, 6% elsewhere in Europe, 26% in Asia, and 28% in other countries.
- The wards with the highest numbers of people born outside the UK are in the city centre. The wards with University of Sussex and University of Brighton campuses also have relatively high numbers.
- There were over 7,000 students (21% of the city's student population) born outside the UK who were attending either the University of Sussex or University of Brighton.
- There was a long term increasing trend in national insurance number (NINO) registrations in Brighton & Hove to overseas nationals entering the UK until 2014/15 although this dropped slightly in 2015/16 when there were 5,806 NINO registrations.
- There is little local data on the number of other types of migrants who have come here for other reasons, although stakeholders have been able to provide a great deal of anecdotal evidence.

Circumstances of migration

- Migrants may have planned to come the UK for a long time, eg those who have come here to work, to study or to join family members. Others may have been forced from their country of origin under life-threatening situations and lived through very difficult experiences. Their needs can strongly relate to these circumstances.
- Some refugees in the city have come here through government resettlement schemes, the most recent of which relates to Syrian refugees. Refugees arriving under resettlement schemes receive government-funded support for five years, in contrast to refugees who have arrived here through different routes.

Vulnerable migrants

- Refugees, asylum seekers and undocumented migrants are likely to be among the more vulnerable migrant communities in the city. Immigration rules have been tightened steadily over the past two decades. The most recent immigration

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legislation, the Immigration Act 2016, focuses on preventing migrants with no permission to remain in the UK from accessing housing, driving licences and bank accounts.

- Undocumented migrants, including victims of trafficking, have no recourse to public funds and may fear approaching services in view of their immigration status.
- At a rough estimate, at any one time there may be 200 asylum seekers living in the community in the city, some of whom may be receiving substistence payment from the Home Office, while some are surviving in other ways.

Impact of the UK leaving the European Union

- Local research found that EU nationals were worried about the impact that the UK leaving the EU might have on their lives, including on their financial arrangements.
- If migrants leave key roles in health and social care and other employment areas resulting in unfilled vacancies, this presents the city with vulnerabilities around being able to meet the city's needs in these areas.

Recommendation: local migrant communities

1. City services to consider the workforce implications of changing migration patterns following the decision for UK to leave the European Union.

3. Socio-demographics of the local migrant population

Key findings

Data snapshot

- At the time of the 2011 census:
  - 53% of non-UK born residents were females and 47% were males. (For the population who were born in the UK there is an equal number of males and females.)
  - 49% of non-UK born residents were aged between 25 and 49 compared with 33% of UK born residents. At the same time there was a lower percentage of children and those over 50 compared to UK born residents. This does not take into account children born in the UK to non-UK born parents; since 2013 over a quarter of births in the city have been to non-UK born mothers.
  - 12% of non-UK born residents have a long-term health problem or disability compared with 17% of UK born residents. (This may be related to the younger age profile)
  - 39% of non-UK born residents were White Other, 19% Asian and 18% White British.
  - 31% of non-UK born residents had no religion (UK born: 45%). 67% (n=3,970) of the local Muslim population and 65% (n=1,201) of the Hindu population were born outside the UK.
  - 11% of households had at least one person for whom English was not their first language. This included 5% where no-one had English as their first language. The three most commonly spoken languages after English were Arabic, Polish

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and Spanish.

- There were almost 6,000 households in the city where no-one had English as a main language, and this percentage (4.9%) is higher than both the South East and England (3.1% and 4.4%).
- 89% of people in the city without English as a first language speak English well, but just under 2,500 residents cannot speak English well or do not speak it at all.
- Those born outside the UK are more likely to have no dependent children in their family compared to those born in the UK (42% vs 30%)
- 91% were qualified to GCSE-equivalent level or higher and 42% had a higher education qualification (UK born: 82% and 36% respectively)

- In Brighton & Hove the number and proportion of births to mothers who were born outside the UK has been steadily increasing, from 370 (13%) in 1999, to a peak of 850 (29%) in 2014, dropping slightly to 800 in 2015, 27% of all births in the city. The most common country of birth for mothers born outside the UK has been Poland since 2007, before that it was Bangladesh.

- Migrants born in certain countries are more likely to live in deprived areas in the city. One in three city residents (33%) who were born in North Africa, and about one in four residents who were born in Central and Western Africa (26%), in Southern Asia (26%) and in South East Asia (26%) live in the 20% most deprived areas in England. This compares with one in five (20%) of all residents in the city. At the same time, proportionately fewer people who were born in Australasia and North America & the Caribbean live in deprived areas.

- There was a long term increasing trend in national insurance number (NINO) registrations in Brighton & Hove to overseas nationals entering the UK until 2014/15 although this dropped slightly in 2015/16 when there were 5,806 NINO registrations.

4. Community attributes, networks and integration

Key findings

Contributions from migrant communities
- It is generally recognised that migrants add to the diversity of the city and enrich and broaden cultural opportunities for all (through art, food and music, for example). The act of migrants uprooting their connections and successfully arriving in another country, whatever the driver for doing so, may itself represent a level of character and resourcefulness which can provide a strong basis for contributing to community life in Brighton & Hove.
- Participants referred to a range of attributes they brought to the city, including knowledge, experience, a willingness to work, social and behavioural values, cultural contributions, neighbourliness and community work.
- Migrant communities contribute considerably to the city's workforce and economy. This can extend to international trade links to migrants' home countries which could be considered a city asset.

Contributions from the wider community in Brighton & Hove
- Brighton & Hove has a reputation for being a diverse city and one that is generally welcoming to people of different backgrounds. An example of this can be seen in the

many goodwill offers of support for refugees from Syria.

- The city is part of the national City of Sanctuary network which aims to "celebrate the contribution of those that have come here for safety" and "reduce isolation, fear and exclusion". Linked to this is the city's Schools of Sanctuary initiative, and the country's first Club of Sanctuary.

Community networks within migrant communities

- Some migrants may live in isolation from any community, for example some women, unaccompanied asylum seeking children and irregular migrants.
- Involvement with social networks can provide an important source of support for new migrants, for example with accommodation or work. However, sometimes employment found within the small business sector is poorly paid and provides less scope for socio-economic mobility.
- Community organisations or faith groups, with which migrants may have previous contact, can provide a means of access to social networks. This happens more across some communities than others. However, under some circumstances, belonging to social networks may discourage integration and can lead to a sense of mistrust of other communities.
- LGBT people from some migrant communities in the city may find themselves isolated and unsupported by their own migrant community due to their identity. At the same time they may not feel welcomed by the local LGBT community either as someone from another country. This may compound other challenges associated with being a migrant.

Integration into the wider community

- Poor communication skills, especially language, can make integration more difficult and underpin isolation and loneliness.
- New arrivals to the UK are least likely to have their voices heard. Barriers to migrants participating in civic life include, for example:
  - not understanding decision-making processes;
  - a lack of resources, eg to attend meetings;
  - a lack of confidence, feeling uncomfortable in meetings; and
  - being sceptical that participation will make a difference
- Participating in and contributing to community life by migrants decreases isolation, and increases self-esteem and a sense of belonging.
- Racial harassment and other forms of hate incident, and a sense of exclusion can negatively impact on community involvement by migrants.
- Policies which are aimed at reducing deprivation and which provide opportunities and places where different communities will encounter one another are helpful in promoting integration.
- While many migrants are involved in volunteering, there may be scope for increasing awareness of volunteering opportunities. Volunteering may have a role in reducing isolation and improving integration.
- Social media has the potential to keep people in touch with one another and to make new connections. However, the 2014 government Digital Inclusion Strategy noted that members of the migrant community may be disproportionately affected by digital exclusion.

Recommendations: Community attributes, networks and integration

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2. Ensure measures to promote migrant integration are included in the Brighton & Hove Sustainable Communities Strategy (or its successor).

3. The development of the Brighton and Hove Framework for Arts and Culture should consider how migrant community assets, involvement and engagement can be maximised.

4. Providers and commissioners of cultural, sports, arts activities and other public festivals and events to maximise opportunities for migrants to develop social bonds, and to promote wellbeing and integration into the wider communities.

5. City and community leaders to continue to promote the integration of migrants into the life of the city.

6. Maintain and develop local commitment to City of Sanctuary status.

7. Statutory and voluntary sector organisations, including migrant organisations, to provide and promote volunteering opportunities to local migrants.

8. Community and voluntary sector infrastructure organisations to work with migrant community organisations, to develop capacity and leadership skills and explore how they can find meeting places in the city.

9. Migrant community researchers (such as those employed for this needs assessment) to feed into service design as sources of knowledge about their communities.

10. Use opportunities for migrants to build confidence in local democratic processes, understand their rights as local residents, and participate in, for example, local elections, local residents associations, etc.

11. Explore how the city could harness potential opportunities provided by migrants' commercial links with their countries of origin.

5. Access to services

Key findings

Enablers and barriers to accessing services
- Key issues that can help or hinder access to services were identified as:
  - Language proficiency
  - A lack of understanding about how services work in the UK
  - Cultural differences and services' understanding of migrant communities
  - Trust and confidence in services, which is sometimes related to concerns regarding services' roles in enforcement of national immigration policy
  - Depending on immigration status, not all migrants are eligible for all public services.

Access to information
- Migrants need to know where to find information and who they can contact about services they need. Migrants living in social isolation do not have access to informal information channels and, in any case, information obtained from community members can sometimes be unreliable.
- Migrant communities may be more likely to be digitally excluded. Local research

suggested online and printed information is utilised although there is a strong preference for face to face interaction in some circumstances.

- Libraries are potentially a trusted setting to provide information.

Interpreting and translation

- Arrangements for access to interpreters are in place in public services although the research suggested that there would be value in the council publishing a policy and conducting monitoring to provide more information on service access and residents needs.

Other issues for services

- Records of the migration status, nationality or country of birth of clients are not systematically recorded by services in the same way that ethnicity is (as a protected characteristic). This reduces the opportunity for acquiring a better understanding of migrant clients and their needs.

Recommendations: Access to services

12. Public services to consider what further they can do to increase the trust and confidence of migrant communities in using their services.

13. Frontline staff in public services to receive training so they understand the needs and current rights of migrants, and respond to these, for example, through the appropriate use of interpreters.

14. Brighton & Hove City Council to review and publish their policy on interpreting and translation services and monitor service usage to identify trends in service uptake and demography.

15. Consider the needs of migrants within the local digital inclusion work programme.

16. Equality Impact Assessments carried out across the local public sector to consider the needs of migrants (using the information in this needs assessment where appropriate).

17. Explore how existing local projects using volunteer advisors and linguists can develop their work with migrant volunteers to provide advice and information on accessing local services

18. Explore options for creating and maintaining a 'welcome pack' for new migrants to the city, based on national best practice.

6. Housing and homelessness

Key findings

- Regardless of immigration status, housing costs are high and difficult to afford for those on lower incomes or on benefits. Demand for social and affordable housing in Brighton & Hove far exceeds supply.

- Migrants are more likely than others to live in private rented accommodation, are more likely to live in overcrowded households, and poor housing conditions, and have higher risks around homelessness.

- While the risk factors behind homelessness for migrants may be similar to UK born

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people, issues for migrants may be more complex due to factors associated with migration, eg lack of eligibility due to immigration status, no accommodation on arrival, or needing to manage difficult experiences in their home country or on migratory journeys.

- Immigration status is a key determinant of access to housing and housing benefit and getting the correct legal advice can be essential in maximising the chances of a satisfactory outcome.

- The 'Right to Rent' legislation requires that everyone must prove to landlords and letting agents that they have a right to live in the UK prior to being allowed to rent. There is concern by some that the effect of this legislation may impact more broadly on migrants if landlords are discouraged from renting to them, making it more difficult to access the housing market on an equal basis.

- Due to pressures for temporary accommodation, people can live in locations distant from the city. They may therefore be geographically isolated from both members of the community they may identify with, and also generally from city life.

- Stakeholders felt that migrants often do not know enough about housing rights and responsibilities, while similarly, frontline staff needed better and regular training to provide basic advice and to signpost appropriately.

Recommendations: Housing and homelessness

19. Ensure that migrant communities, landlords and letting agents understand the rights of migrants in private sector housing through RentSmart and other means.

20. The new Community Led Housing Hub to consider opportunities for innovative ways to involve migrants in developing community and co-op housing provision.

21. Local action on preventing homelessness (eg Trailblazer programme) to consider the needs of local migrants.

7. Employment, skills and adult education

Key findings

Economic activity and unemployment

- Those with a right to work in the UK include residents of EEA (including EU) countries and Swiss nationals (as long as the UK remains in the EU), those from Commonwealth countries and those from other countries who have acquired a visa to work, usually in highly skilled and well-paid jobs which require 'sponsorship' from employers.

- From 2011 census data Brighton & Hove residents born outside the UK were less likely to be economically active than UK born residents (72% compared with 77%). A slightly higher percentage of economically active residents born outside the UK were unemployed than those born in the UK (8% compared with 7%).

- National research reports that unemployment rates for refugees are high, with language barriers and health difficulties making it more difficult to find employment.

- As well as having material benefits, employment may fulfil other important roles for migrants, including reducing social isolation.

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Employment and industry sectors

- Residents born in mainly western EU countries are more likely to be in 'professional' occupations than other non-UK born residents, and those born in mainly eastern EU countries are more likely to be in lower level or more routine occupations.
- At the time of the 2011 census:
  - Accommodation and food services engaged proportionately more residents from all non-UK born groups.
  - People born in non-EU countries were slightly more likely to work in health and social care than people born elsewhere.
  - Those born in western EU countries were more likely to be employed in finance/insurance work than people born elsewhere.
  - Those born in eastern EU countries were more likely to be employed in administrative/support work than people born elsewhere.

Barriers to employment

- Employers may not always be clear about eligibility to work across all categories of migrants, including those on spousal visas.
- Qualifications gained abroad and employment history were not always valued by potential employers. Refugees in particular were often employed at a level below their potential, but the situation may improve as language skills develop.
- There was a lack of knowledge about how to find jobs, about job application processes, and concern that BME job applicants were sometimes discriminated against.

Conditions of work

- Migrants may not know where to get advice around their rights and working conditions.
- Not all employers may understand cultural or religious needs of migrants and not all may operate within equal opportunities policies.

Adult education

- Barriers to furthering education for adult migrants included: language issues; the cost of language classes; caring responsibilities; a lack of recognition of previous qualifications; inadequate access to information, advice and guidance; and on-course support.
- Many migrants do not appear to have undertaken work-related training beyond a minimum level.

English language skills

- A working knowledge of English is needed by everyone who lives in the UK and who needs to engage with services, with local communities, and with society more broadly. However, ESOL (English for Speakers of Other Languages) provision, especially at a higher level and relevant to employment and at the most basic 'pre-entry' level was felt to be in need of improvement.
- Current state funded provision to learn English is restricted. Although English classes and other help with accessing employment are available for those on Job Seekers Allowance, for those in low paid work the cost was prohibitive and it was difficult to access for those working long hours.
- There is a role for informal provision of opportunities to learn English language and this should be integrated with formal funded classes.

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Recommendations: Employment, skills and adult education

These recommendations have been formulated to complement the action plan derived by the BME Working Group, a subgroup of the wider City Employment and Skills Plan (CESP), which was written following research carried out in 2016.

22. The City Employment and Skills Plan BME Working Group to consider the findings of this needs assessment in their ongoing work to break down barriers to employment and skills opportunities for the city's BME populations.

23. An ESOL (English for Speakers of Other Languages) Network should be established as a sub-group of the Adult Learning and Skills Partnership to ensure better co-ordination of the current provision.

24. Explore how childcare for pre-school children and support for other carers can be provided to enable access to ESOL for these groups.

25. The findings of this report, including the additional barriers to employment faced by vulnerable migrants, should be used to inform action underway to ensure the public sector workforce is representative of the local population.

26. Ensure that work to improve the city's Information, Advice and Guidance (IAG) offer for BME populations in the city also includes resources and training to advise migrants about how to convert and make best use of qualifications gained in another country.

27. Use the city's Social Value Framework to ensure migrant-owned businesses can benefit from action to increase supplier diversity, eg the Ride the Wave programme.

8.   Health and wellbeing

Key findings

- Good health and healthcare is seen as a priority by migrants in the city.

Factors affecting health and wellbeing
- There is a wide variation in health and wellbeing within migrant groups that may relate to factors such as the reason for migration or country of origin: at one end of the spectrum, 'economic migrants' tend towards good health, while those who are fleeing their home countries as refugees may have multiple health and social vulnerabilities.

- The wellbeing of resettled refugees is affected by a number of positive factors (eg social capital; social contact with and understanding of people of own and other cultural backgrounds; satisfaction with job, house and education) and negative factors (eg perceived discrimination; negative contact experiences with other people/groups.)

- Some lifestyles and behaviours which may be more common in some cultural backgrounds can impact on health and wellbeing, for example, alcohol/drug consumption, smoking, gambling, eating and physical activity. The longer migrants live in their new environment, the more they may adopt health behaviours typical of the UK born population.

- A lack of proficiency in English is associated with poor health status and this association is strongest in women.

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Health inequalities
Mental ill health and emotional wellbeing

- Mental health is widely described as the most important health problem for migrant populations, with the issue being particularly acute for asylum seekers and refugees who may have experienced extreme events before leaving their home country, on their journey to the UK, or when in the UK due to separation from family or detention. The need to manage issues linked to immigration status may further impact on mental health.

- Evidence from western Europe indicates that approximately 1 in 10 resettled refugees experienced PTSD.

- Young male migrants in particular, especially those who were isolated and living alone, may have unrecognised and unmet needs around mental ill health.

- Migrants may not necessarily understand the concept of mental ill health as being something they were experiencing or it may be difficult to talk about. Language and cultural barriers and stigma mean that it may be difficult to communicate feelings and 'open up' in counselling sessions.

- There is insufficient specialist mental health support to meet the needs of migrants, especially asylum seekers and refugees. Limits to the number of sessions for mental health treatment were felt to be insufficient to meet the level of need of some patients.

Sensory impairment

- Migrant communities from lower or middle income countries may have a higher prevalence of hearing loss and visual impairment. These may impact on the ability to communicate with services, and lead to disadvantages in other ways, eg in education or employment.

Communicable and non-communicable diseases

- According to national data, the prevalence of disease for migrants can be different compared with the rest of the population. The prevalence of diabetes, tuberculosis, sexually transmitted infections, hepatitis A & B, malaria and enteric fever can be higher for some migrant communities and dental health tends to be poorer.

Entitlements to healthcare

- There are many legal restrictions to free NHS care in place for different migrants and different NHS services.

- GP consultations are free to all residents. Emergency treatment and services related to some communicable diseases (incl. TB and HIV) are also free of charge to all residents, as is treatment for physical and mental health conditions related to torture, female genital mutilation, and domestic or sexual violence.

- Stakeholders reported that some migrants had experienced difficulties with GP registration due to uncertainty around eligibility, non-acceptance by the practice, or the inability to provide required documentation.

Other issues around access and barriers to healthcare

- Lack of trust is a factor that affects migrants' access to health services. This applies in particular to undocumented migrants, including asylum seekers, refugees, those who have been trafficked to the UK, or those who have overstayed their visas. Some migrants may want to remain unknown to statutory services, including health services, as they fear their information may be shared among agencies. They only make contact with health services in situations of emergency.

- Registration with a GP may not be a priority for new migrants, and this may

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subsequently result in them accessing A&E when medical attention is subsequently needed, when GP services would have been appropriate. This also limits access to preventative work at GP surgeries.

- Migrants, including children, may not have received vaccinations, and uptake of screening programmes when in the UK may be lower.

- Migrants may have a lack of knowledge around how the NHS is structured and how to access it appropriately. In particular, they may not be familiar with the concept of primary care. While there is information available online, this might not be easily accessed or people may lack sufficient language skills to understand the information.

Recommendations: Health and wellbeing

28. Ensure eligibility for GP registration for all migrants is understood by both migrants and health service staff.

29. Ensure that current rules around entitlement to free secondary NHS health care are understood by health service providers and migrants and implemented by providers.

30. Improve access to appropriate mental health services, in particular to meet the needs of refugees and other vulnerable migrants who may, for example, be suffering from trauma.

31. Consider how appropriate use of urgent care services can be promoted to migrant communities, including for example improving awareness of services with support, such as the 111 telephone line).

9. Community safety and criminal justice

Key findings

Feeling safe
- How safe someone feels can impact greatly on their health and quality of life.

- There are disadvantages for both migrant and other communities if migrant communities do not feel safe enough to integrate with other communities.

- Research participants tended to feel safer in commercial areas (including the city centre and the marina) and the seafront. They enjoyed use of parks and open spaces (during the daytime), and of cinemas and other cultural facilities.

- After dark, parks and areas close to licensed premises were mentioned by community research participants as places where they felt unsafe. Evidence of drug use or drug dealing also affected their sense of safety.

Hate incidents and crimes
- Recent national and international events were reported to have affected inter-community relations, with concern that some people in society may feel that expressions of racism, xenophobia and Islamophobia, now have some legitimacy.

- Although difficulties in being able to interpret police and other recorded data on racist and religiously motivated incidents mean that the actual underlying levels and trends in incidents is not known, anecdotal reports and national data suggest that incidents have increased, particularly in response to the EU referendum and national terrorist events.

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- There were local anecdotal reports of an increase in Islamophobia. Women wearing the hijab were cited as a particular target.

Vulnerable people and hidden crimes

- Migrants, in particular migrant women, may present a set of vulnerabilities around domestic violence which differs from others in the country. Migrants may envisage that the domestic violence support system in the UK and legal context is similar to their country of origin, where in fact it can be quite different.

- The extent of crimes relating to harmful practices and traditional beliefs (eg forced marriage, FGM (Female Genital Mutilation) and honour-based violence) locally is unknown. However, the small number of cases that do come to light are of concern and victims can be very vulnerable. Brighton & Hove is host to a number of communities from countries where FGM is practiced.

Serious and organised crime

- The number of people who have been subject to trafficking and/or modern slavery locally is unknown. People who have been trafficked, asylum seekers and irregular migrants may be, or may have been, particularly vulnerable to labour or sexual exploitation or other forms of exploitation.

Accessing services

- Access to statutory services (police and other services) and the reporting of incidents by victims is very important, but may be inhibited for a number of reasons:

  - Trust in the services is crucial. Some migrants may bring with them negative views of statutory services if they come from countries where corruption or abusive practices are common.

  - Some migrants may be concerned that reporting to services may affect their status and lead to deportation.

  - Some may be living under the control of others and fear that reporting to services may jeopardise their links with those on whom they are depending

  - Migrants may not know how to access services and how to report effectively or may not want to spare the time to do so.

  - Migrants may come from cultural backgrounds where it would not be seen as acceptable to report crimes under some circumstances, eg intimate partner violence.

- Once services receive reports, they need to ensure these are listened to and receive a response. Without this future reporting may be jeopardised.

Recommendations: Community safety and criminal justice

32. The Community Safety (Safe in the City) Partnership to share good practice and find new ways of engaging with migrant communities to increase trust and confidence across the range of community safety services and activities, for example local work on the Prevent agenda, the delivery of neighbourhood policing and responses to organised crime.

33. Sussex Police and the local authority to support community led efforts to develop third party reporting mechanisms, and help migrants feel safe in reporting any incident or concern, including racist and religiously-motivated incidents.

34. Ensure information on how to report and safely challenge hate incidents is made available to the public.

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35. Review provision of services to provide victim support and longer term recovery in relation to hidden crime to ensure that services are meeting the needs of our migrant populations.

36. Transport operators to consider how they can help migrants feel and be safe when travelling on public transport.

10. Children, young people and schools

Key findings

Health and wellbeing
From the Brighton & Hove Safe and Well at Schools Survey in 2016, compared with UK born secondary school children, non-UK born children:

- were more active

- similar in some lifestyle aspects (eg around healthy diet, smoking or having had sex), but reported having drunk alcohol less

- reported enjoying the school environment more, felt a sense of belonging at school, and a sense of cohesion between those from different backgrounds

- generally felt safe at school (85% compared with 84% in UK born children), but

- 17% reported having been bullied, compared with 13% of UK born children.

Education and schools
- At school reception age, 14% of children in city schools (2,456 children) were speakers of English as an Additional Language (EAL). 66% of 'EAL children' had achieved a 'good level of development'[a] by the end of reception classes, below the average for England (69%).

- There was a gap of 18 percentage points between EAL and non-EAL children in those achieving a good level of development at reception age, but there was no gap seen in educational attainment at GCSE level.

- Migrant pupils may be seeking entry to schools in the middle of the school year, with implications for both choice of school and joining the educational programme when it is already underway.

- In general, community research participants reported good experiences with the quality of education in schools. When local migrants experienced problems with schools, these were often associated with understanding and navigating school systems/processes and with communication. Good communication was seen as key to overcoming cultural barriers.

- Some migrant parents may be working unpredictable hours and on low wages, making it more difficult to support their children's education and schooling.

- Regarding those in higher education, international students generally felt well catered for and life on campus was regarded as a positive experience.

Refugee and asylum-seeking children
- Refugee and asylum seeking children may have arrived in the UK together with their family or on their own. They may have lived through a range of difficult and dangerous experiences in their home country (violence in war, bereavements, etc.),

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[a] 'Good level of development' is a performance measure and relates to expected levels in the early learning goals. https://www.gov.uk/early-years-foundation-stage

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on arrival in the UK, or anywhere in transit. Some may be living with health problems and/or exhibit behaviour related to these experiences.

- They are likely to have experienced a period where they have been totally disconnected from an education system.

- Research suggests that factors which are important for these children in schools are specialist teachers, support from friends and a positive 'whole school' attitude.

- Asylum-seeking children may be disadvantaged in a number of ways, including low income and hardship, poor housing, parental stress and these contribute to poor outcomes, including health outcomes, in the short and longer term.

Unaccompanied asylum seeking children

- Unaccompanied asylum-seeking children are likely to have significant additional needs, having potentially experienced long and dangerous migration journeys, been subject to labour or sexual exploitation/abuse, poor physical and mental health, etc. before arriving in the UK.

- In August 2017 there were 40 unaccompanied asylum-seeking children, an increase from seven in 2011. There were also about 40 care leavers being worked with by social care services, but recent legislation may potentially curtail the ability to provide this work with care leavers.

Recommendations: Children, young people and schools

37. Consider whether more can be done to support unaccompanied asylum seeking children and those who care for them, including the mental health and wellbeing of children.

38. Schools and colleges, and Brighton & Hove City Council (including the Ethnic Minority Achievement Service), in partnership with faith and other communities, to continue to focus on reducing bullying and supporting integration.

39. Continue to support the Schools of Sanctuary programme and increase the number of schools and educational settings which are awarded Schools of Sanctuary status.

11. Personal finances and financial inclusion

Key findings

Income

- Nationally, UK born male workers earn 3.4% more than males born outside the UK. Earnings for UK born and other females were similar. Males earn more than females in both UK born and non-UK born populations. Eastern Europeans and females from Pakistan earned the lowest average hourly wage.

- Some migrants will send a proportion of their earnings back to families in their country of origin to contribute towards everyday costs (including food), education, housing and healthcare. They sometimes make contributions to charitable projects to support victims of circumstances they have themselves left behind when migrating from their home country.

Costs of living

- The cost of living for migrant communities was reported to be a real issue, especially in relation to housing and fuel bills. Family reunion may lead to increased household

size without necessarily more income.

- Migrants are more likely to live in fuel inefficient homes and some may have less knowledge about how to minimise fuel bills.

- Among people making use of food banks are refugees, asylum seekers and migrants with no recourse to public funds.

- Asylum seekers are not allowed to work and Home Office financial support to asylum seekers is currently just below £37 a week.

Benefits and money advice

- Migrants may have difficulties in understanding the benefits and tax system in the UK.

- The benefit cap is impacting on local migrant families. High housing and fuel costs could lead to difficulties in paying bills.

- Migrants living with financial pressures need appropriate money advice. They may be at risk of debt and vulnerable to illegal money lenders ('loan sharks').

Specific issues faced by migrants

- Immigration advice, for example those linked to family reunion, can be costly.

- Despite often having scarce resources, migrants are obliged to pay for visa renewals, UK immigration tests, and so on and those with low literacy levels or who are less educated are more likely to need to pay for resits.

- Requirements to provide documentation in order to open a bank account can be difficult for some migrants.

Recommendation: Personal finances and financial inclusion

40. Work on financial inclusion and welfare reform continues to recognise the needs of vulnerable migrants

12. Immigration issues and legal advice

Key findings

- There is a lack of affordable immigration legal advice in the city, from the most basic to the most specialist. This includes both legal aid funded advice and that which is not funded by legal aid. This issue should be dealt with at a strategic level alongside other advice provision in the city.

- Without good quality and affordable immigration legal advice, the more vulnerable cohorts of migrants may become stuck in a situation which is detrimental to their health and wellbeing and where they are unable to access basic public services.

- Sometimes this has an indirect cost to public services as migrants present in crisis and require housing and care. While local providers offer valuable services, resources are severely strained and they cannot meet all immigration and asylum legal needs.

- Local agencies are not necessarily well informed about the immigration advice which is currently available locally.

Recommendations: Immigration issues and legal advice

41. Develop a strategic approach to the provision of immigration legal advice for the city in partnership with mainstream advice agencies and the University of Sussex Law School.

42. As the implications for EU national residents become clear the need for immigration advice for local residents should be assessed.

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