

## WEST AREA PANEL MINUTES

15.2.22

### Attendees:

Councillors: Cllr Allcock (Chair), Cllr Wilkinson, Cllr Pissaridou, Cllr O'Quinn.

Residents:

Claire Johnson

Rosemary Whitehouse

Anne Tizzard (Knoll Community Rep.)

Alison Gray (Chair - Clarendon Court Residents Association)

Muriel Briault (Chair - North Portslade Residents Association)

Graham Dawes (Secretary - Philip Court Residents Association)

Officers: Diane Coe, Pien Kuipers, Grant Ritchie, Sam Warren, Theresa Reynolds, Ododo Dafe, Thomas Bald, Olivia Davis, Janet Dowdell.

Press: Sarah Booker-Lewis.

### 1 – WELCOME, APOLOGIES & INTRODUCTIONS

1.1 There were no apologies.

### 2 – ACTIONS & MINUTES OF THE PREVIOUS MEETING

2.2 Graham Dawes stated that item 8.4 in the previous minutes gave the impression that his concern had been resolved and questioned whether it would be useful for residents to confirm that they were satisfied with an officer's response during the meeting rather than leaving it for interpretation in the minutes. Cllr Allcock suggested that residents may state if they are dissatisfied with responses given so that they may be followed up on outside the meeting.

### RESOLVED:

Unfinished actions to be completed.

### 3 – RESPONSES TO RESIDENTS QUESTIONS

3.1 Teresa Reynolds stated that while there had been a decrease of 3 Field Officers, there will be 8 Field Officers in total after recruitment who will primarily be dealing with noise and nuisance complaints across both private and council housing. Teresa Reynolds also outlined additional Field Officer responsibilities such as supporting licensing, housing, planning and the Police.

3.2 Janet Dowdell stated that Tenancy Services are looking to reintroduce inspections with the aid of Field Officers, Estates and surveyors. Janet Dowdell stated that while this is currently being planned, a pilot would likely begin in April looking into how to resource Inspections in a different way.

**ACTION** - Cllr Allcock to be updated on when estate inspections will start in the

West Area, who the lead officer will be and if Cllr's can be involved in inspections.

- 3.3 Cllr O'Quinn commended Estate Inspections for being useful and informative and requested that relevant Ward Councillors are invited to future inspections.
- 3.4 Alison Gray asked what Field Officers have been doing since they were introduced two years ago as residents have not seen them and do not know how to contact them.
- 3.5 Graham Dawes stated that, when it was announced that estate inspections were being reintroduced, an impression was given that Field Officers would be in charge of inspections which is why there has been a focus on their roles. Graham Dawes quoted item 4.1c which states '*the role of the Field Officers will be to support this process, not lead an inspection*'. Graham Dawes suggested an evaluation into the process by which the Council decided that Estate Inspectors were no longer useful.
- 3.6 Graham Dawes was informed by Ododo Dafe that the process by which Estate Inspections were altered was due to circumstance, rather than strategy. Ododo Dafe also stated that the intention is to improve Estate Inspections in future by learning from other organisations and involving residents.
- 3.7 Anne Tizzard expressed concerns about how residents with no access to digital services will acquire parking tickets while Hove Town Hall is closed, citing the Council moving services online. Anne Tizzard was informed by Ododo Dafe that if residents cannot get through to the Parking team via the phone, residents can contact the Housing team who will deliver a form to the tenant's address. Ododo Dafe also stated that residents without internet access can visit a public library where a member of staff can print relevant forms for them.
- 3.8 Alison Gray asked if the Council would be looking at changing the number of parking vouchers allowed per year for disabled and elderly people.
- 3.9 The Chair was informed that although a member of the parking team had been invited to the meeting, they were not in attendance.  
**ACTION** - Member of Parking Customer Services to attend next meeting.
- 3.10 Alison Gray raised concerns regarding the reduction of Service Improvement Groups from 4 to 2, stating that this reduction meant that discussions would be limited. Alison Gray also asked which Service Improvement Groups would be responsible for which areas within the Council and was informed by Keeley McDonald that there was a plan in place to ensure that discussions were not limited.  
**ACTION** - Service Improvement Group resident involvement guide to be produced and brought to next meeting.
- 3.11 Sam Warren stated that one of the reasons the number of Service Improvement Groups had been reduced was because residents felt that the groups were duplicating each other's roles and highlighted that one of the groups had not met since 2017.

- 3.12 Graham Dawes questioned the basis upon which the Housing Committee decided to reduce the number of Service Improvement Groups.
- 3.13 Sam Warren stated that an action plan is being developed for each Service Improvement Group to identify their priorities.
- 3.14 Alison Gray was informed of the democratic process regarding submitting questions to Housing Committee.  
**ACTION** - Democratic Services to include information within Agendas regarding methods of public engagement with Housing Committee.
- 3.15 Cllr Wilkinson suggested sending the questions on page 20 of the Agenda back to Robert Walker for more clarity regarding points A and B, focusing on the role of private contractors.  
**ACTION** - Robert Walker to attend next Area Panel and provide more detailed responses to questions on page 20 of February's Agenda.
- 3.16 Janet Dowdell stated that private contractors can be approved by CityClean to aid with the maintenance of specific areas of concern.
- 3.17 Muriel Briault stated that issues regarding dog-waste bins in Greenleas park have yet to be resolved.  
**ACTION** - Sam Warren to arrange meeting with CityClean regarding dog-waste bins Greenleas Park.
- 3.18 Sam Warren provided an update on area panel reviews.  
**ACTION** - Sam Warren to arrange separate meeting for residents SWOT analysis.
- 3.19 Graham Dawes was informed that the scoping document was not distributed as it is subject to change.
- 3.20 Grant Ritchie informed Alison Gray that 97% of emergency repairs are dealt with within 24 hours and that the definition of what is considered an emergency repair is set by National Government and shown on page 63 of the Agenda.

**RESOLVED:**

- The Chair to be updated on when the estate inspections will start in the West Area, who the lead Officer will be and if Councillors can be involved in inspections.
- Member of Parking Customer Services to attend next meeting.
- A residents involvement guide to be produced regarding Service Improvement Groups and brought to the next West Area Panel by Sam Warren.
- Democratic Services to circulate information regarding the ways residents can ask questions to Housing Committee.

- Robert Walker to provide more detailed responses to questions on page 20 of the Agenda.
- Sam Warren to arrange meeting with CityClean regarding dog-waste bins in Greenleas Park.
- Democratic Services to share link to Council calendar containing reports in advance of committees with residents.
- Sam Warren to arrange separate meeting for residents SWOT analysis.
- Grant Ritchie to contact Muriel Briault regarding a leak on her property.

#### **4 – HOUSING COMMITTEE WORKPLAN PROGRESS UPDATE AND HOUSING PERFORMANCE REPORT QUARTER 3 2021/22**

4.1 Ododo Dafe gave an update on the workplan progress update and housing performance report for quarter 3 2021/22 (seen on page 37 of the Agenda).

4.2 Anne Tizzard requested further updates on the Victoria Road newbuild scheme as the low energy microgrid pilot progresses.

**ACTION** – Update on Victoria Road newbuild scheme to be provided.

#### **5 – POSITIVE COMMUNITY NEWS**

There was no positive community news.

#### **6 – ANY OTHER BUSINESS**

Alison Gray was informed that, at present, there is no clear timeframe for Area Panels to be held in person.

The meeting concluded at 16.16.