

# Resident Questions for Housing Area Panel

Reference Number: E.3.3

<b>Department</b>	Housing
<b>Date question raised</b>	13/10/2022
<b>Week of Area Panel</b>	12/12/2022
<b>Area in city</b>	East
<b>Star rating applied by residents</b>	3
<b>Deadline for officer response</b>	Wednesday 16 <sup>th</sup> November 2022
<b>Name of officer responding</b>	Justine Harris
<b>Officer job title</b>	Head of Tenancy Services

## Resident Question

<b>Title of Question</b>	<b>Estate Walkabouts on Council Estates</b>
<b>Issue:</b>	Residents do not know what Field Officers do or what their role is.
<b>Background:</b>	<p>It is unclear what the role of Field Officers is, and what it is they actually do. Residents also reported not seeing any field officers in their areas.</p> <p>In the Estate Walkabouts pilot Summary report September 2022, it was not stated which estates took part in the pilot.</p>
<b>Action requested by residents:</b>	<p>Residents would like to know:</p> <ul style="list-style-type: none"> <li>• What is the role of the Field Officer? What are they meant to be doing and what are they actually doing?</li> <li>• Which estates took part in the Estates Walkabout Pilot?</li> </ul>

## Officer Response

<b>Officer contact details:</b>	Justine.Harris@brighton-hove.gov.uk
<b>Officer Response:</b>	<p>The functions being delivered by the Field Officer Team include commercial and domestic noise, other nuisance including dust and smoke and drainage investigations, street licensing cases, waste on private land, elements of planning enforcement investigations, and tented encampments.</p> <p>Over the period of the pandemic they supported the Emergency Planning Service, delivering food for those who were vulnerable.</p>

	<p>The Field Officer Team was created, with the aim of working flexibly across services and proactively with communities. A review of the Field Officer Service is currently being undertaken; Area Panel will be updated once this is complete.</p> <p><b>Estates that took part in the Estate Walkabout pilot</b></p> <p><b>East</b></p> <ul style="list-style-type: none"> <li>• Bird blocks – Swallow Court, Heron Court, Kestral Court, Kingfisher Court, Falcon Court</li> <li>• Wiston Road</li> <li>• Hadlow Close and Craven Road</li> </ul> <p><b>Central</b></p> <ul style="list-style-type: none"> <li>• Queens Park – Mount Pleasant, Avon Court, Medway Court, Severn Lodge, Thames House, Trent House, Derby Place, Carlton Mount, Chesterfield</li> <li>• Hanover &amp; Elm – Johnson Bank, Napier Place, Barclay House, Morley Lodge, Balchin Court</li> <li>• Albion Hill – Ecclesdon, Thornsedale, Highden, Courtlands</li> </ul> <p><b>North</b></p> <ul style="list-style-type: none"> <li>• Dudeney Lodge and Nettleton Court</li> <li>• Bates Estate</li> <li>• Bramble Way, Chelwood Close, Orchid View</li> </ul> <p><b>West</b></p> <ul style="list-style-type: none"> <li>• Goldsmid – Clarendon House and Conway Court</li> <li>• Wish 1 – Jordan Court, Stevens Court, Wish Court</li> <li>• North Portslade – Blakers Court, Cowhhayes Court, Horsfield Court, Copperas Gap, Dudney Court</li> </ul>
<b>Action:</b>	Area Panel to be updated following review of the Field Officer Service.
<b>Start date:</b>	N/A
<b>End date:</b>	N/A